

Facilities and Front of House Coordinator

This role works as part of our Workplace Team of five to provide efficient and effective coordination of facilities management and front of house services to the organisation ensuring our workplaces are welcoming, accessible and safe spaces for all employees and our many visitors. Working with our National Office you will support 400 colleagues in London.

Purpose of the role

At this level you will:

- Reports to the Head of Workplace
- Ensure smooth running of the National office coordinating day to day facilities and Front of House activities
- Provides guidance and support to the FOH & Facilities Administrator as required.

Your responsibilities include:

- **Team Coordination** - Managing the team rota ensuring that the team is staffed between the hours of 8.30 am and 5.30pm and managing holiday and absence cover and that service to the wider organisation is not interrupted.
- **Invoices and purchase management** - Raising requisitions and processing invoices in line with Finance policies and process.
- **Administrative support** - Provide administrative support to the wider Workplace team as necessary and ensuring the Facilities and Front of House manual is continuously updated.
- **Front of house** - Overseeing Front of house activities including meet and greet, ensuring that all visitors and callers into Teach First receive first class service. Ensuring our systems & processes (switchboard, visitor booking, ad-hoc meeting room bookings) are fully utilised and run smoothly.
- **Helpdesk management**- efficiently deal with helpdesk tickets; resolving and reporting issues to the wider team promptly and providing solutions where appropriate. Support the Administrator where required on complex problems.
- **Supply and procurement management**- effectively manage our office suppliers ensuring we have steady supplies of stationery, photocopier, printed materials, business cards, kitchen and refreshments.
- **Photocopier management**- ensure photocopiers are stocked topped up, toners are changed promptly and faults are reported and communicating with our photocopy maintenance provider as and when needed.
- **Mail room services** - sort and distribute incoming and outgoing mail, ensure the franking machine has credit.
- **Deliveries** - Collect and distribute deliveries in an efficient and effective manner
- **New starters and leavers** - Conduct new starter inductions as and when necessary and ensure access passes.
Storage space management - Ensuring our storage spaces are effectively utilised and optimised.
- **Access passes** - Creating and distributing access passes and timely cancellation of expired passes ensuring the security of our workplaces.
- **Event coordination** - Oversee a high volume of events in line with Event booking procedure
- **Health and safety support** - Fulfil Fire Marshall and First Aid duties and ad hoc support as necessary
- The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need.

Person Specification

Essential

- **Proven experience of working in a facilities or front of house role**
- **Customer Service** - Takes ownership of queries and issues and demonstrates a positive 'can do' approach. Recognises the importance of customer-focused approach and seeks information from customers to understand their needs and expectations and manages this information appropriately. Showing a high level of attention to detail in carrying out tasks and when interacting with colleagues.
- **Communicating & Influencing** - Uses excellent interpersonal skills when interacting with employees and visitors; actively listen and seeks to understand before being understood. Ensures communications are concise and well-structured. Able to provide effective feedback to peers and colleagues as and when needed.
- **Delivering Results** - Consistently delivers high quality work on time and against commitments and contributes to the achievement of team and departmental objectives; supports colleagues to help them achieve goals.

Desirable:

- Basic Health & Safety training
- An interest in developing a career in Facilities Management.
- Experience in coaching team members.
- Experience in utilising the Microsoft Office Packages for a variety of different tasks.

All our employees are expected to model [our values](#) and help others to do so.

Location:

National Head Office, 6 Mitre Passage, London, SE10 0ER

Salary:

£25,000 + excellent benefits (including private healthcare + 27 days annual leave)