



May 2024

Dear Applicant

Re: Facilities Coordinator

Thank you for your interest in working for the Royal College of Pathologists.

Pathology is at the heart of modern healthcare. Pathologists work to prevent, diagnose, treat and monitor diseases and are involved in the diagnosis of disorders affecting every organ of the body, from before birth to after death. The majority of tests requested by doctors will be performed and interpreted by a clinical scientist or medically qualified pathologist.

This is a fantastic opportunity to join a royal medical college whose members are at the forefront of tackling the COVID-19 pandemic and furthering high standards of patient care and safety.

About you

The main purpose of this role is to deliver day to day facilities and conference/event services. You will be assisting in the building maintenance and support of general facilities requirements. This will include supporting the Events@no6 commercial team and clients in set up and 'in meeting' delivery of AV equipment and service. You will also be responsible for portage of furniture, deliveries, post, equipment etc. for event and facilities support.

You will be essential in the background operation of the college building and creating a smoothly run environment. You will be strongly involved with aspects of Health & Safety, maintenance of the building which can include liaising with third parties; including contractors such as plumbers, engineers etc. and monitoring stocks of house supplies, stationery and ordering requirements from approved suppliers as required, in accordance with the purchasing procedures.



To apply, please send a CV and completed supporting information form to recruitment@rcpath.org. The deadline for applications is **12pm Tuesday 14 May 2024**.

Interviews Scheduled on 16 and 17 May 2024

If you apply for the post, I would be grateful if you would complete an optional anonymous diversity monitoring questionnaire to enable the College to monitor the diversity of applicants: [RCPath Diversity Monitoring Questionnaire](#).

If you would like to speak to someone about the role, please contact HR in the first instance on 020 7451 6700, or via recruitment@rcpath.org.

I look forward to receiving your application.

Yours sincerely,

Pauline Young

Head of Facilities



Facilities Coordinator

Job description

Responsible to: Head of Facilities

Working hours: Full time 35-hour week (excluding lunch hour) Monday to Friday but some out-of-hours work will be required

Location: The Royal College of Pathologists, 6 Alie Street, London E1 8QT or any of the place(s) of business of the College as determined from time to time

Introduction

The Royal College of Pathologists is a professional membership organisation with more than 13,000 fellows, affiliates and trainees worldwide. We are committed to setting and maintaining professional standards and promoting excellence in the teaching and practice of pathology, for the benefit of patients. Our members include medically and veterinary qualified pathologists and clinical scientists in 17 different specialties, including cellular pathology, haematology, clinical biochemistry, medical microbiology and veterinary pathology.

The College works with pathologists at every stage of their career. We set curricula, organise training and run exams, publish clinical guidelines and best practice recommendations and provide continuing professional development. We engage a wide range of stakeholders to improve awareness and understanding of pathology and the vital role it plays in everybody's healthcare. Working with members, we run programmes to inspire the next generation to study science and join the profession.



Directorate & team

The Facilities Coordinator is a member of the Facilities department within the Corporate Services Directorate. This Directorate provides the College with support for the following activities and functions:-

- Facilities Management (including the commercial conference venue operating as Events@no6)
- Events Management and Academic meetings for College and associated organisations
- IT/AV
- Human Resources & Personal Development
- Corporate Administration & Committee Services

Main purpose

Purpose of role is to deliver day to day Facilities and conference/event services by providing:

- Building maintenance and support of general facilities requirements
- Support to Events@no6 commercial team and clients in set up and 'in meeting' delivery of AV equipment and service
- Porterage of furniture, deliveries, post, equipment etc. for event and facilities support
- Support in set up for meetings of equipment and room layouts for College and commercial events
- Minor installation work, maintenance of equipment and reactive facilities services

The role will work closely with the Facilities and IT contractors to achieve shared goals.



Key duties: Facilities

- Support (or *carry out rota duties that support*) the Head of Facilities when required to ensure adequate cover for absences or at peak times of building use
- Have a working knowledge of key items of building management systems, security and fire alarm systems
- Responsibility for opening and closing down in line with procedures for RCPATH offices
- Facilities checks throughout the day, following procedures to ensure functionality, cleanliness and safety
- Identify and report maintenance or safety problems and ensuring these are recorded adequately. This includes taking immediate action to report, repair or address services and equipment that are unsafe or not working correctly.
- Undertake minor installation and maintenance that are within skills, experience or agreed processes.
- To assist Security with the management of the door access control system, including issuing/cancelling access cards and providing regular usage reports
- To liaise with third party contractors i.e. plumbers, electricians etc. and ensure that all maintenance work is carried out to statutory and company requirements – including access times and coordination with key stakeholders
- To keep records of work carried out on site to ensure servicing and maintenance of all equipment is up to date
- To manage and monitor any requests relating to the site, such as property maintenance, cleaning etc.
- To assist in all Health, Safety & Environment procedures, including audits.
- To be a part of the Emergency Response Team when incidents occur within or around the main building



- Responsibility for sorting and distributing incoming post and franking and processing the outgoing post
- Undertaking fire evacuation training of all new staff and refresher training as and when required
- Organising collection of confidential shredding waste
- Carrying out general office administration duties as and when required, including printing
- Monitoring stocks of house supplies, stationery and ordering requirements from approved suppliers as required, in accordance with the purchasing procedures

Key duties: Audio Visual Support

- Support the AV Technical Officer in managing the building's AV equipment with responsibilities for:-
 - Acting as a point of contact for first line AV technical queries for internal users and external (via Events@no6) clients
 - Responding to support requests ensuring that they are resolved within agreed timescales and that users are kept informed of progress.
 - Supporting clients with equipment and set up of AV/IT services in meeting rooms
 - Fault finding to agreed processes for in room equipment, referring system and network issues to the AV Technical Officer
- Work with the IT Team in relation to works/updates
- Ensuring there is clear communication with event organisers

General duties

- Keep abreast of relevant research and developments within own professional field.



- To be aware of and adhere to the college service standards and values and behaviours in all aspects of work-related activities
- Undertake any other duties and responsibilities as requested which are commensurate with this role

Specific duties

- Will work flexibly with a focus on weekly rota'd shifts including regular weekend and evening working.

Scope & accountability:

- The Facilities Coordinator is responsible for meeting deadlines for routine procedures according to fixed scheduled. The post holder will plan their own workload to maintenance programmes, including co-ordinating the plans for external contractor. The post holder is responsible for delivery of plans and meeting deadlines and targets associated with the plans. There is responsibility for ensuring services are delivered for AV and facilities support which need planning alongside routine work plans.
- The Facilities Coordinator will take decisions on immediate issues as delegated to ensure continued service or repairs of equipment. The post holder contributes to department decisions through reporting and direct feedback to contractors and management. The role requires subject knowledge to recommend solutions to problems with their responsibilities and refer these and more complex problems to their line manager. Specific knowledge of AV systems that are maintained on the premises is required. Understanding of service delivery by contractors and terms of contracts as required.
- The Facilities Coordinator is responsible for managing expenditure as delegated. These include management of day to day items required for maintenance and AV services.



Key relationships

- Work closely with IT/Events@no6 and external clients to ensure delivery of AV at events
- Work closely with key contractors for all building maintenance
- Assist all departments with facility queries as and when required.
- Supporting the Events management for College functions.



Person specification: Facilities Coordinator

Requirements	E	D
Qualifications / Experience / Knowledge		
Relevant experience of AV support for events, conferences and meetings	✓	
Experience of operating advanced audio-visual equipment		✓
AV specific qualifications such as Certified Technology Specialist (CTS)		✓
Experience of web based streaming services and online conferences		✓
Relevant experience of supporting facilities services	✓	
Experience in maintaining technical equipment for BMS, M&E and general building services		✓
Experience of supervising contractors and service providers	✓	
IT Skills and experience of managing Windows-based PC and Mac IT equipment and proven experience of digital or on-line platforms (e.g. MS Teams, Zoom,	✓	
Knowledge of health & safety and fire evacuation procedures		✓
Skills / Abilities		
Ability to communicate with a wide range of people in a professional manner (written and verbal) by providing support and guidance on technical matters	✓	
Ability to prioritise own workload, use own initiative, multi-task and cope under pressure.	✓	
Ability to provide solutions when presented with immediate problems	✓	
Ability to form excellent working relationships	✓	
Attention to detail and ability to meet deadlines.	✓	
Ability to plan well in advance.	✓	
Qualities		
Using initiative and a high level of personal motivation.	✓	
Provides excellent customer service face to face and over the telephone	✓	
Well presented.	✓	
Attention to detail	✓	
Tact and diplomacy	✓	
Willing to work flexible hours including weekends and evenings on occasion.	✓	
Commitment to equality and diversity and understanding of how this would apply to own role and responsibilities	✓	



Working for the Royal College of Pathologists

Competitive salary	The salary for this Grade 2 role is £32,642 per annum. This also has opportunities for competence-based pay progression.
Hours	Standard working hours are 35 hours per week, Monday to Friday, 7 hours per day (excluding lunch hour). (on shift rota between 07:00 and 19:00) but some out of hours work will be required.
Annual leave	25 days per annum (pro-rotta), plus bank holidays, increasing with length of service.
College closure days	The Trustee Board every July decides whether it will close the College between Christmas and New Year.
Employee discount scheme	The College has an employee discount scheme operated through Reward Gateway. This scheme offers employees discounts and cashback with major retailers.
Pensions	Employees will join the College pension scheme.
Interest-free season ticket loan	You may apply to the College for an interest-free loan to purchase an annual season ticket.
Cycle to work scheme	The College offers an interest free loan as part of our cycle to work scheme.
Employee assistance programme	Through this programme employees have access to a confidential counselling service, health advice, emotional support as well as a comprehensive occupational health service.
Learning and development	The College offers learning and development opportunities for all members of staff.
Maternity pay	Enhanced maternity pay, with up to 8 weeks at full pay, and 18 weeks at half pay.
Paternity pay	2 weeks full pay.
Flexible working	Flexible working is supported.

Note: This is an example of current benefits provided, subject to eligibility requirements, and it is not contractual.



The College's values and behaviours set out the kind of organisation we are, what is important to us collectively, and how we work to achieve success. They apply to staff members, honorary officers and volunteers. We also share our values and behaviours with contractors and others working within the College.



Teamwork

We achieve excellence by working together.

- We collaborate, share knowledge and communicate plans.
- We involve the right people at the right time.
- We work cohesively towards common goals.
- We value diversity and the contribution and expertise of others.
- We provide, seek and act on constructive feedback.
- We approach tasks with energy and focus on positives.



Service

We support members to deliver the best patient care.

- We provide a welcoming, consistent and professional service.
- We listen to our members to understand and respond to their needs.
- We deliver impartial and accurate information and advice.
- We seek opportunities to improve the value of benefits for all membership categories.
- We are positive, open and transparent.
- We are reliable, delivering within agreed timescales.



Ambition

We aspire to provide the best quality services and lead innovation for pathology.

- We strive to be the best we can be.
- We are resilient and determined.
- We take managed risks and learn from our mistakes.
- We take a proactive and solutions-focused approach to our work.
- We use innovation and creativity to improve the quality and efficiency of our work.
- We are committed to continuous learning and development.

