

JOB DESCRIPTION

Job Title	Facilities and Office Assistant
Department	Governance and Risk
Reporting to	Facilities and Property Manager
Line Manages	N/A
DBS check requirement	Basic
Location	Avonmore Road, London W14 8RR (fully office-based) with occasional hybrid working to be agreed with line manager

JOB PURPOSE

As part of our Facilities team, the Facilities and Office Assistant will ensure our office is a well-maintained, welcoming and inclusive working environment for colleagues and visitors. They will support the Facilities and Property Manager with day-to-day office running, health and safety and will work closely with the People team, IT and other teams to create a safe, positive and inclusive workplace environment. The postholder will support staff onboarding and wellbeing and contribute to a high-quality employee experience in the office and working from home.

KEY RESPONSIBILITIES

- Provide a welcoming experience to the office, ensuring visitors are met and greeted in line with our Visitor procedure.
- Handle incoming and outgoing deliveries and post, contractor visits and other similar operational tasks, including moving deliveries to storage as needed.
- Ensure the office storage spaces and post-room are utilised safely and effectively.
- Provide support on a project reviewing boxes of archive materials.
- Ensure sufficient appropriate stationery and kitchen supplies are available to colleagues and that first aid boxes are stocked and contents are in date.
- Support with office health and safety administration such as fire alarm and evacuation tests, the administration of first aider and fire wardens, and helping ensure documentation is in place for the annual audit.
- Lead office and facilities inductions for new starters as needed.
- Support with managing (non-IT) equipment inventory for home workers, including ordering and logging equipment, and coordinating and logging returns.
- Maintain up to date office noticeboards and information displayed in the office, including coordinating with employee groups such as Mental Health First Aiders.
- Provide administrative support, including inbox management, checking and coding of purchase invoices and support with our Green Champions.
- Support with buildings related tasks such as meter readings, overseeing minor repairs and maintenance and escalating as appropriate.
- Support with day-to-day contracts management for our cleaning, office security, catering, waste removal and recycling contracts.

- Support as necessary in relation to our small portfolio of other properties with residential tenants, for instance chasing quotes for work
- Manage workload in a clear way, documenting and sharing progress with colleagues to enable coverage of tasks on non-working days.
- Support with events.

General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and EDI principles.

Our **values** are:

- **Trusted** - a culture based on reliability and mutual respect
- **Empowering** - an inclusive approach that helps people thrive
- **Transformative** - a commitment to meaningful, intentional change towards shared goals

To put our **EDI Principles** into practice, we will:

- proactively challenge ageism and all other forms of inequality and discrimination throughout all our work
- celebrate and champion diversity within and outside our charity
- create a culture where everyone knows that they belong
- ensure our leaders act as role models and champions
- promote equity of opportunity for our staff, volunteers and the people who use our services
- ensure our EDI plan is integral to our annual planning processes to ensure that we deliver our goals
- collect data on diversity and inclusion to enable us to inform our work and review our progress and impact
- be accountable and transparent about our progress
- use our influence to proactively champion EDI internally and with external partners
- continuously improve, adopt best practice and learn from and share with others

PERSON SPECIFICATION

- Good customer service skills and mindset, able to provide a welcoming experience for visitors and colleagues. Strong verbal and written communication skills.
- Relationship-building skills, with a person-centre approach to supporting colleagues. Ability to communicate sensitively with older tenants.
- Highly organised and able to keep colleagues updated on progress with tasks to enable cover on non-working days.
- Demonstrable attention to detail, in particular for tasks such as checking and coding invoices accurately.
- Ability to switch between tasks and prioritise in a role which, by its nature, involves interruptions.
- Able to think on your feet, problem solve, and suggest improvements, for example, to the office environment.
- Good IT skills including Microsoft 365 applications, in particular competent in Word and Excel.
- Practical experience of coordinating basic facilities or appliances repairs would be an advantage, for instance, contacting tradespeople such as plumbers.
- A demonstrable passion for, and affinity with, our cause.