

JOB TITLE:	FM + GOVERNANCE COORDINATOR
JOB HOLDER:	
DATE UPDATED:	MARCH 2024
REVISION (HR Office Use):	VERSION 3

1 MAIN PURPOSE OF THE JOB

The role provides a professional and welcoming service for the Institute's London office, co-ordinating meetings and the services of the office.

Responsible for the day-to-day facilities and services management of the London office.

Provides effective and efficient administrative support across the whole Governance team and others as required.

2 POSITION IN ORGANISATION

- Reports to the Facilities, Health & Safety & Technical Manager.
- Acts as first point of contact for the London office.
- Works in close collaboration with the Governance team across their full range of activities, and consults regularly with the rest of the organisation, Trustees and Members.

3 DIMENSION & LIMITS OF AUTHORITY

- Works within the Governance, CMYA, and FM (London) budgets with a sign off limit of £500.

4 QUALIFICATIONS, SKILLS & EXPERIENCE

- Demonstrable experience in a customer-facing administrative role, with the ability to always provide the highest levels of customer service (experience in a reception or hospitality role would be an advantage).
- Experienced in a facilities and health and safety environment with the ability to manage day-to-day supplier relationships and processes.
- Confident and well-mannered, with the ability to deal with members and potential members at varying levels of seniority in person, in writing and over the phone.
- Excellent administration skills, including diary, transport and accommodation management and scheduling complex programmes of appointments and meetings.
- Strong organisation skills with the ability to remain calm under pressure, managing a busy workload and prioritise accordingly.

DUTIES & KEY RESPONSIBILITIES

Facilities Administration

20%

- Provide a professional and welcoming service to all internal and external visitors to the office.
- Represent the Institute with the highest standards of integrity and professionalism.
- Responsible for co-ordinating access to the office, co-ordinating and issuing passes to all visitors.
- Manage all office signage (to include door and reception screens), ensuring these are accurate and up to date at all times.
- Ensure office policies and procedures are adhered to.

PART 2: DUTIES & KEY RESPONSIBILITIES

Meeting Arrangements

10%

- Manage diaries for all office meeting rooms, co-ordinating necessary arrangements for internal and external meetings, to ensure efficient and appropriate use of the meeting space available in line with office guidelines.
- Assist with any technical matters, with the support of the IT team at Head Office (Bracknell).

Facilities Management and Health and Safety

20%

- Maintain day-to-day contact with Building Management, reporting any issues as required and overseeing their resolution.
- Provide ongoing day-to-day management of all office suppliers and service contracts, including but not limited to preferred suppliers for facilities maintenance. Ensure strong relationships are maintained and performance of all suppliers is to an acceptable level, escalating issues where appropriate.
- Take day-to-day responsibility for the health and safety procedures for the London office.
- To be a first aider and fire marshall for the Office.

Governance Administration

30%

- Provide administration support for the Governance team including but not limited to:
 - o Making and communicating necessary travel and accommodation arrangements, ensuring these are in place in a timely and cost-effective manner, in line with all Institute Policies.
 - o Preparation of meeting packs and dissemination as required, encouraging a digital first approach.
 - o Supporting with all meeting set-up requirements e.g., technology, room set up and refreshments (where face-to-face).
- Assist with administrative support across a range of Governance team activities as required, including but not limited to Trustee events and any project work requiring governance involvement.
- Provide support and cover within the team as and when required.
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CIOB Awards - Construction Manager of the Year (CMYA) Administration

20%

- Provide full project administration for the CMYA judging processes and all other CIOB Awards as appropriate.
- Act as main point of contact for CMYA applicants once in the judging process, co-ordinating their application from entry through to completion of the interview process, ensuring a consistent, high-quality experience is delivered throughout.
- Co-ordinate the scheduling of all CIOB Awards + CMYA judging interviews, ensuring alignment to award timetables and judging processes. Communicates all interview arrangements to both applicants and judges in a timely manner, pro-actively monitoring and confirming attendance.
- Act as a first point of contact for judges throughout the judging process, ensuring that the process runs smoothly and providing a range of support to include:
 - o Travel and accommodation arrangements for interviews as appropriate and in line with policy.
 - o Collation and provision of all documentation
 - o Support with meeting arrangements whether virtual or face-to-face, including technology, room set up and refreshments (where face-to-face).
 - o Collation of all post-interview administration and scoring, ensuring this is processed as appropriate.
 - o Arranging attendance at the Awards night, including travel, accommodation, and table plans.

This is not an exhaustive list of responsibilities involved in the role and the CIOB reserves the right to change the scope of job in line with the operational requirements.

BOTH THE EMPLOYEE AND MANAGER WILL ELECTRONICALLY SIGN THE JOB DESCRIPTION ON PEOPLE HR.