

JOB DESCRIPTION

Job Title:	Facilities Officer
Department:	Operations
Salary:	£25,000 to £32,000 per annum (dependent on experience)
Hours:	Full Time, with occasional out of hours work.
Responsible to:	Vice Principal (Operations and Partnerships)
Key Benefits:	9% employer Pension Contribution; 30-days' annual leave allowance and 4 x salary life insurance

Tyndale House is an international centre for research that specialises in the languages, history and cultural context of the Bible and houses one of the finest biblical studies collections in the world. We bring together outstanding Christian researchers from around the world with the aim of developing Bible literacy in the Church and beyond. We want to enable all those who read the Bible to understand and appreciate it more.

Overall Purpose:

A key aspect within our strategic plan is to resource scholars who are conducting biblical scholarship and research at Tyndale House. We partly achieve this aim through the provision of high-quality research and residential accommodation, an area which the role of Facilities Officer primarily supports.

The purpose of the role is to contribute to the work of Tyndale House by co-ordinating the maintenance and facilities function and the day-to-day running and cleanliness of the site, which includes ensuring the safety and security of the site and its users. At present, the Tyndale House site comprises of a 60-desk library, various library resources, several communal and meeting spaces, a suite of offices as well as twelve ensuite single rooms and ten family flats. The site also includes several landscaped gardens and a children's play area. However, in September 2024 work will begin on a substantial building project, which will see the creation of a much larger, state of the art library as well as improved accommodation facilities. The role holder will support in the coordination of this project, including acting as an on-site contact, and will also be involved in the set-up and management of a temporary library facility.

The Facilities Officer will have day-to-day oversight of the work of Tyndale House's cleaning, maintenance and grounds maintenance functions. The postholder will work with contractors to ensure that the site and facilities are maintained to a high standard, with minimal disruption to readers, residents, staff and other visitors to Tyndale House. The Facilities Officer will also be required to take day-to-day responsibility for health and safety, including fire safety, the creation and co-ordination of risk assessments and staff inductions. Under the direction of the Vice Principal for Operations and Partnerships, the Facilities Officer will also liaise with building and other contractors.

Principal Accountabilities

1. General

1.1 Direct, co-ordinate and plan the day-to-day running of essential central services such as cleaning, security, grounds maintenance, general maintenance, mail, site housekeeping, communication with various parties, waste disposal and recycling.

1.2 Manage any volunteers and interns within the facilities area.

1.3 Provide practical support for events based at Tyndale House.

2. Customer Service

2.1 Ensure that facilities are set up and operated so as to best contribute toward a warm welcome and high levels of customer satisfaction for all visitors, residents, staff, volunteers and readers.

2.2 Liaise with the Bookings team to ensure that accommodation is prepared for arrivals of new residents and that arrival times have been agreed in advance.

2.3 In collaboration with the Vice Principal for Operations and Partnerships, regularly review and update bookings policies and processes.

2.4 Produce and issue inventories and schedules of condition as required.

2.5 Check inventories following departures and make appropriate charges for repairs as required.

2.6 Develop and help run inductions for new residents, staff, volunteers and readers.

2.7 Be proactive in continually improving customer service with regard to Tyndale House's buildings and facilities, including collecting information on levels of customer satisfaction and creating action plans to address any shortfalls.

3. Buildings and Facilities Management

3.1 Act as a daily point of contact for outsourced cleaning contractors ensuring that the public areas and residential accommodation are kept clean and hygienic at all times.

3.2 Work with various contractors to ensure that the environment is well maintained with minimal disruption to readers, residents and staff.

3.3 Log, schedule and track all planned and reactive maintenance-related jobs.

3.4 Identify required or desirable refurbishment work.

3.5 Ensure that all contractors engaged are competent for the work required, that their public liability insurance is in place, that they are fulfilling their legal responsibilities with regard to Health & Safety and employment practices, and that they are able to provide good value to Tyndale House.

3.6 Supervise and co-ordinate the work of contractors.

3.7 Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences. This will include occasional out of hours response.

3.8 Housing administration, including producing and issuing housing contracts and conducting right to rent checks.

3.9 Provide support to the Vice Principal for Operations and Partnerships with the preparation of reports on budgets, issues and risks as well as tenders for building contractors.

3.10 Support the Vice Principal for Operations and Partnerships in co-ordinating and developing programmes to support buildings and facilities.

3.11 Maintain and build a network of contractors and regularly review the use of existing contractors; gather quotes as required.

3.12 Carry out in-house facilities tests and checks.

4. Building Project and interim arrangements

4.1 Provide administrative support to the Vice Principal for Operations and Partnerships and the design team, including related record-keeping.

4.2 Act as the main on-site contact for consultants.

4.3 Liaise with neighbouring colleges as appropriate and respond to queries and concerns.

4.4 Carry out ad hoc tasks and projects associated with the building project and/or temporary library facility.

4.5 Co-ordinate the set-up and management of the temporary library.

4.6 Liaise with staff, contractors and readers.

5. Health & Safety

5.1 Ensure the buildings meet the relevant Health and Safety requirements and that facilities comply with legislation.

5.2 Ensure that Tyndale House has an appropriate fire safety plan to protect staff, readers, residents and visitors, and is compliant with all relevant legislation.

5.3 Ensure that Tyndale House has an appropriate legionella management regime to protect staff, readers, residents and visitors, and is compliant with all relevant legislation.

5.4 Conduct Health and Safety training/inductions for staff, volunteers and relevant others, including workstation assessments, and ensure that all training content is comprehensive and up to date.

5.5 Ensure that residents, readers and visitors are made aware of Health and Safety procedures around the site.

5.6 Under the direction of the Operations Vice Principal, ensure that the Health and Safety policy is regularly updated.

5.7 Ensure that all records relating to Health and Safety are maintained and updated.

6. Other

6.1 Reception cover on a rota basis (full training will be provided).

6.2 Assist with the planning of the facilities budget as required and ensure day-to-day budget stewardship.

6.3 Assist with fire evacuation procedures and comply with Health and Safety requirements.

6.4 Keep up to date with all organisational policies and complying with their requirements.

6.5 Actively engage with appraisal processes and take responsibility for own training and professional development.

6.6 Participate and take the lead with specific internal projects as agreed.

6.7 Able and willing to participate in areas of the wider working life of Tyndale House, including social occasions with residents and library readers.

6.8 Other duties that ensure the fulfilment of the role, as agreed with the Line Manager.

Key Skills and Experience

- Willing to promote and work according to the Christian ethos of Tyndale House and demonstrate a willingness to engage with the community life at Tyndale House.
- Excellent organisational skills.
- Self-motivated.
- Proactive in finding ways to improve levels of customer service and processes.
- Able to prioritise a varied and busy workload, working flexibly and under pressure.
- Able to analyse problems and find efficient solutions.
- Excellent interpersonal skills.
- Good team player.
- Good level of numeracy and literary skills.
- Competent in Office 365 suite.
- Specific knowledge, training and/or experience in at least one facilities service (i.e. buildings management, facilities management, Health and Safety) is desirable.