

<b>Post Title: Facilities Coordinator</b>			
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>EVIDENCE</b>
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• A customer service qualification</li> <li>• First Aid qualification</li> </ul>	Application Form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer service role</li> <li>• Experience of multitasking, for example, ensuring the phone is answered, responding to email enquiries and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing events</li> </ul>	Application Form Interview
<b>Specific Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong written and verbal communication skills</li> <li>• Awareness of Health &amp; Safety</li> <li>• Proficient in Office Outlook, Word and Excel.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of SDT groups and services.</li> <li>• Knowledge of sporting and recreational activities</li> <li>• Knowledge of IT training and Learn direct courses</li> <li>• Experience of providing support to large events.</li> </ul>	Interview
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Able to create a welcoming atmosphere</li> <li>• Enjoys interacting with people</li> <li>• A professional telephone manner</li> <li>• A professional and courteous approach when interacting with all people, including customers, tenants and other staff.</li> <li>• Ability to problem solve and work using initiative</li> <li>• Demonstrates commitment to continued professional development</li> <li>• Proven ability to work as a team member</li> <li>• Personal drive for excellence in all things</li> </ul>		Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>• Confidence to deal with a variety of situations</li> <li>• Assertiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Southmead and the issues facing local residents</li> </ul>	Application Form

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	<ul style="list-style-type: none"> <li>• Key Holder</li> </ul>		Interview

## SOUTHMEAD DEVELOPMENT TRUST

### Job Description

Post: Facilities Co-ordinator

Job Purpose: To be responsible for the smooth running of the Greenway Centre and to represent Southmead Development Trust in a professional and helpful manner.

Responsible to: Facilities Team Leader

Salary: £9.15 per hour

Hours: 5pm to 10pm Tuesdays & Thursdays & 5pm to 11pm Wednesdays

#### Roles and Responsibilities:

- Perform reception duties in an efficient, professional and courteous manner.
- Communicate and liaise verbally and in writing between customers/suppliers/visitors/enquirers and relevant staff, and interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions.
- Advise existing and potential customers about all the Trusts services and to manage electronic booking systems accordingly.
- Manage, organise, and update relevant data using database applications.
- Prepare appropriate areas for events and installing or removing equipment, including setting up meeting rooms with chairs, tables and refreshments

- Ensuring the meeting rooms are clean and ready for use
- Process all payments via cash register and end of shift cash consolidation.
- Maintaining cleanliness of the communal areas inside and outside
- Acquiring knowledge of local events and acting as a focal point for local information
- Maintain regular consistent and professional attendance, personal appearance, and adherence to relevant health & safety procedures.
- Maintaining positive relationships with all users of the facilities including staff and tenants
- Ensure there is a receptionist visible from the front door at all times
- Make eye contact with people entering the building and endeavour to acknowledge them within 5 seconds
- Endeavour to answer the phone within three rings
- Unlock and lock up the building as required
- To comply with all Southmead Development Trust's policies and procedures.
- Work carried out must accord with current legislation and/or regulations.
- Respond to fire and intruder alarms appropriately.
- To undertake other duties as requested by the trust.
- To maintain a professional attitude and conduct at all times.
- Post handling.
- Ensuring notice boards are up to date.
- General minor odd maintenance jobs including repairing fixtures & fittings, carrying out stock-checks.