



JOB DESCRIPTION

JOB TITLE:	Office Facilities Assistant (fixed-term contract until April 2027)
LOCATION:	Newlon House, 4 Daneland Walk, Tottenham N17 9EF
SALARY:	£29,864 per annum plus opportunity to earn up to 5% performance related pay
REPORTING TO:	Office Facilities Manager

WHAT THIS JOB IS ABOUT

This role is to provide a counter/reception service at Newlon's Head Office, and to assist the Office Facilities Manager, and Facilities Officer in maintaining and managing high quality office facilities at the Group's Head Office whilst:

- delivering Newlon Way service standards to all users of the building
- enhancing and promoting the Newlon brand and business interests

In addition to some administrative office tasks, this role may include some physical work e.g. distributing and storing deliveries in their appropriate areas, tidying parts of the building.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1.	To provide an efficient customer focused reception service.	• All reception callers and visitors to be dealt with in a courteous, friendly manner and their query dealt with or referred as appropriate in line with Newlon Way Standards. • All callers to be transferred to the correct department first time. • All incoming post to be opened, scanned and distributed correctly in a timely manner. • All outgoing post to be franked ready for evening despatch. Urgent post required to be sent out after cut off time is franked and staff advised where the franked mail post box is located for drop off. • All courier and taxi requests to be actioned in a timely manner and booked with the correct departmental code. • Reception area, and interview rooms to be maintained in a clean and tidy condition. Persistent problems and patterns to be reported to the Office Facilities Manager. • All relevant procedures followed when issuing key/fobs/permits/access cards etc. • All payments (cash, cheque, card) to be processed and recorded in line with procedure. • Visitors to be directed appropriately to information held in Reception. • Hale Village Residents pointed to appropriate resources regarding parking, electrics, water, Switch2 system and shared ownership etc. • Safety and security to be monitored in Reception area and action taken according to procedure. • All administrative records and information processed promptly and accurately. • Information relating to tenants, clients and other customers maintain confidentiality.

		• Use of Dynamics - use information on Dynamics to provide relevant advice to residents. • Use of Dynamics- 'log information and advises cases' and to log all application forms from residents and assign them to the relevant departments. • Booked oyster cards issued to staff and monitored to ensure they are returned in line with procedure; oyster card usage spot checked and any discrepancies flagged up to the Office Facilities Manager.
2.	To ensure office facilities and services are maintained to a high standard that meets the needs of Newlon staff	• Milk is distributed on a daily basis and supplies are monitored to ensure availability. • Replenish tea, coffee and sugar at the tea point/kitchen on a weekly basis. • Conduct weekly building checks, faults in the building to be reported to the Office Facilities Manager. • Repair jobs for the building to be raised on Dynamics upon the Office Facilities Manager's request. • Security access cards created/cancelled and appropriate access administered. • Office kept tidy and health and safety standards met. • Opportunities to save money and energy flagged up to the Office Facilities Manager. • Opportunities to improve processes identified to Office Facilities Manager. • All equipment maintained and in good working order.
3.	To ensure the stationery store and mini stationery cupboards are well stocked, tidy and to meets the needs of Newlon's staff.	• Stationery cupboard tidied on a weekly basis and all empty packaging removed for recycling. • Stock levels of basic materials such as paper and envelopes checked on a weekly basis and shortages flagged up to the Officer Facilities Manager. • Stock replenished in the stationery cupboards at the print zones on a weekly basis.
4.	To participate in the team activities and to contribute to maintaining an effective work-place	• Full participation in team meetings and other events • Contributions made to planning and achieving Departmental objectives. • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Way values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Newlon Way behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times

5.	Health & Safety	• Newlon's Health and Safety Policy and procedure enforced in office environment. • Carrying out periodic Health and Safety checks • Office hazards identified and dealt with promptly. • All activities carried out in compliance with Health and safety procedure. • All personal safety requirements met and any training needs raised with the Office Manager. • Collate a weekly Skyguard (lone working activities) report and send to relevant Managers. • Support the Facilities Officer in carrying out Facilities building Inductions for staff.
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		