

**BPP Job Description**

**Job Title** Facilities & Services Officer

**Department** Facilities & Customer Services

**Location** Southampton

**Additional details** Centre based position - working hours will cover the opening hours of the centre, some weekends, bank holidays cover is required.

**Contract type** Full time and fixed term

**Hours of work** 37.5 hours per week, Monday to Friday

**Reporting lines** Facilities & Services Manager

**Job Purpose**

This is a multifaceted role, incorporating facilities and customer service responsibilities alongside Health & Safety, IT and general day-to-day duties. This role presents an ideal opportunity for individuals who are passionate about providing outstanding professional support within the education sector, within a fast-paced environment.

**Key Responsibilities**

* Opening/closing the building and maintaining security levels (building sweeps for people on site when closing etc.)
* Providing an excellent customer service to all (students, staff, clients)
* Building and maintaining close relationships with contractors, students, and staff
* Liaising with internal departments in support of administrative tasks
* Managing computer-based assessments and ensuring sufficient material stock levels in support of course demand
* Acting as the first point of contact for facilities/building issues (building management, landlord and contractors)
* Managing the facilities Cloud FM portal (reviewing jobs raised, logging new reactive tasks, monitoring job progress)
* Acting as Health & Safety contact, First Aider and Fire/Chief Fire Marshal
* Overseeing annual external H&S audits and covering general H&S and Fire Risk tasks
* Providing a first line response to classroom IT queries and troubleshooting issues as well as logging issues with the IT service desk and installing basic IT kit
* Scheduling and facilitating computer-based assessments
* Covering reception as and when required
* Distributing internal and external post
* Providing support and managing refreshments for internal and external BPP events

**Skills, experience & qualifications required - Essential**

* Outstanding communication and interpersonal skills
* Ability to work well both independently and as part of a team
* Ability to take ownership of issues and associated responsibility for completing a task
* Well organised with attention to detail and self-disciplined
* Ability to prioritise workload and remain calm under pressure
* You must be proactive, highly motivated and adaptable to change
* Great time management skills
* Ability to build and maintain strong stakeholder relationships
* Competence in using standard IT programmes, e.g. Microsoft Word, Excel, and PowerPoint

**Skills, experience & qualifications required - Desirable**

* Prior experience of providing assistance within a facilities, property or retail environment
* Experience working with IT systems and able to troubleshoot basic IT issues
* Knowledge in Health & Safety with a qualification is preferred

**Pre-employment Checks**

* Please be aware a DBS Check will be required for this position

*BPP actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates.  BPP will select candidates for interview based on their skills, qualifications and experience. Please note that for those posts that are exempt from the Rehabilitation of Offenders Act 1974, the successful candidate will be required to undertake a DBS check in addition to BPP undertaking any necessary online searches. This is deemed appropriate and necessary from a safeguarding perspective, and in line with BPP’s safer recruitment practices.*