

Property and Facilities Coordinator

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Property and Facilities Coordinator

Position in the organisation

Reports to the Property and Facilities Manager.

Member of our Property and Workplace team.

Part of our Finance and Assurance directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

In Finance & Assurance, our vision is to be the Society's single point of truth. We are trusted partners, credible experts, working as one team to be a true enabler to the organisation as it makes impact to end the devastation of dementia.

Partnership, collaboration, accountability, professionalism and a restless desire to constantly improve are needed in every role across Finance & Assurance. That is true for this role, the Property & Facilities Coordinator, who works to deliver effective, safe, and inspiring workplaces to support the Society's activities, needs, and future requirements. The role will help to ensure that all facilities management aspects of the workplace experience run smoothly and effectively across our centrally managed offices.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- The Property and Facilities Coordinator will support the Property & Facilities Manager with the management of the Alzheimer's Society office portfolio to deliver safe, effective and enjoyable working environments for all building users. The role will involve project management of office alterations and reconfiguration works, working with facilities management contractors responsible for maintenance and cleaning, general workplace support and administration, management of the shared email inboxes, control of incoming and outgoing post, and management of ID cards.
- Ensure all property and facilities information is kept up to date and accurate, escalating issues as they arise to the team, to enable the provision of accurate reporting and monitoring.
- Travelling to offices to carry out monthly audit visits and photographing their condition as and when required.
- Creating and maintaining asset registers of furniture and equipment located in offices.
- Working with external stakeholders such as landlords, agents, surveyors and other third parties to ensure offices are maintained in line with relevant legislation and best practice.

- Developing relationships with local operations teams to advise on removals, disposals and storage of furniture and equipment.
- Implementation of a planned maintenance program to fulfil statutory requirements and best practice to ensure a safe and efficient working environment for building users.
- Responsibility for assessing the requirements for reactive maintenance and arranging work to respond to any issues.
- Liaising with appropriate contractors for both planned and preventative maintenance to ensure work is carried out to specification.
- Ensure relevant documentation for example, insurance, accreditations, risk assessments, method statements and other documentation is appropriate and in place.
- Responsibility for ensuring health and safety tasks related to the building such as display screen equipment assessments, Portable Appliance Testing (PAT), risk assessments and issuing permits to contractors for specialist works (e.g. working at height, hot works, etc.).
- Recruitment and co-ordination of first aiders, fire wardens and ensure emergency procedures are in place to keep the building and our staff/visitors safe. The role will be required to manage the numbers of fire wardens and first aiders and provide training where needed and keep emergency procedures up to date and be involved with practice evacuations at their base office.
- Responsibility for ensuring all Property and Facilities guidance and procedures are kept up to date. This will involve liaising with the Health and Safety team and local services.
- Management of facilities management contractor to ensure best level of service and value. This will include regular meetings with the contractor to flag issues and resolve outstanding matters and seek to constantly improve the service.
- Ensure the cleanliness and best effectiveness of meeting rooms, kitchens and bathrooms, working with other teams to deliver the best possible service and experience, escalating any significant issues to the Property & Facilities Manager as needed.
- Project management input and support in areas such as: desk moves, refurbishments, changes in furniture and equipment and space utilisation.
- When required, support with the coordination of our legal, technology, and operations teams to support the management of lease renewals, office refurbishments and any office openings and/or closures, in line with our property strategy and objectives.
- Support with the procurement of any further property related services required by the organisation in order to meet team and wider organisational objectives.
- Keep relevant guidance and procedures up to date, ensuring they are relevant and fit for purpose. This is part of an annual review process which will also involve liaising with the health and safety team and local services.
- Ensure the Society room/desk bookings management system is operating effectively, including data cleanse of room booking data.
- Lead the provision of building inductions for new starters and Trustees, where necessary, to make sure our new people are well orientated with their work environment, understand health and safety and emergency protocols.

- Keeping statutory compliance documentation up to date is essential so the business complies with legislation around the occupation of buildings.
- The post holder will be responsible that all actions as a result of risk assessments are followed up and complete in a timely manner.

We are looking for someone who can...

- Understand the critical role of Finance & Assurance as an enabling partner directorate in ultimately creating impact to end the devastation of dementia, linking everything you do back to the ultimate objectives of the Society.
- Work collaboratively and enthusiastically with colleagues across Finance & Assurance and across the Society more widely to deliver first class partnership and expertise.
- Role-model our values and embrace a high challenge, high support, high performing environment.
- Drive continuous improvement, including through bringing best-practice from across the sector and more widely, using horizon-scanning and networks to bring new ideas to the table.
- Have the ability and willingness to travel independently on behalf of the Society on request, including occasional overnight stays as required.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be enthusiastic for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate compliance documentation relating to our buildings is collated, checked and recorded on the building compliance matrix.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Relevant Facilities Management experience, with a customer-focused approach.	A/I
Knowledge of health and safety legislation, building compliance, and statutory requirements as they relate to commercial property either through a qualification or demonstratable experience.	A/I
Project management experience, with strong attention to detail and ability to manage multiple tasks and priorities.	A/I
Experience of working in a multi-site property or facilities role.	A/I
Experience of prioritising both proactive and reactive workloads and delivering to tight timescales.	A/I
Experience managing contractors and suppliers to ensure quality service and value.	A/I
Interest and knowledge of the built environment, building regulations, and sustainability.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and asking for help when needed.	A
Takes initiative and is comfortable working independently as well as collaboratively.	I
A critical thinker, able to identify and act on ways to work more effectively and efficiently.	I
Celebrates progress, solutions and impact rather than activity.	I
Delivers effectively to timelines in complex and sometimes ambiguous environments.	I
Deeply committed to the development of yourself and others.	A
Adaptable, with a strong work ethic and the ability to navigate changing situations and diverse teams.	A
Welcoming and respectful of differences of perspective, experience and opinion.	I
A team player who sees opportunity and energy in working together to solve problems.	I

Understanding of the inclusion agenda and its relevance within a diverse society.	I
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*Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society
YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)*

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave