Job Description

Facilities Project Administrator

About Blind Veterans UK

Blind Veterans UK helps vision-impaired ex-service people of every generation rebuild their lives after sight loss. Since 1915 we have provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans. **We help blind ex-service people lead independent and fulfilling lives by supporting them with our in-depth expertise, experience and full range of services.**

We have a new corporate strategy, Victory over Blindness 21, which aims to future proof the charity and provide the best possible support to blind veterans today and for decades to come.

We currently support approximately 4,500 veterans, more than ever before in the charity's history. We know that our current, and future, membership is aging. In five years, more than 40 per cent of the blind veterans we support will be over 90. That's why we are investing in our community-based teams to make our services more accessible to our members.

Our values

Our values underpin the way we work and interact with each other, and how we deliver services to members. Built around the central statement "We work together as One Team", our values are:

* **Caring** is at the heart of everything we do
* We **enable** and trust each other
* We foster a **pioneering** spirit
* We celebrate **success**!

Our culture

Our Culture Statement describe the vision of our culture and is the anchor point for how we talk about it and is the handrail we use to aid our behaviour and attitude to working practises and create a fantastic place to work and, ultimately, allow us all to best support blind veterans.

The Culture Statement, which describes the future ’Blind Veterans UK Way’, can be found [**here**](https://blindveterans.sharepoint.com/sites/intranet/PublishingImages/Pages/AboutUs/Culture%20Statement.pdf) **and our** [**Vision, Mission, Values and Culture are detailed on our website**](https://www.blindveterans.org.uk/about/our-vision-mission-values-and-culture/)

The basics

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| Job title | Facilities Project Administrator |
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| Post reports to | Facilities Manager |
| Directorate  | Operations |
| Team  | Facilities  |
| Budget Responsibility | N/A |
| Number of Direct Reports | N/A |
| Location | Rustington  |

The purpose of the role

To provide comprehensive and confidential administrative support to the Facilities Manager in relation to the large-scale refurbishment project.

Main accountabilities

* To provide clerical and administrative support to the Facilities Manager to enable the effective delivery of a large-scale refurbishment and relocation project.
* To facilitate the document control function for the project.
* To raise and track quotations, POs and invoices related to procured services.
* To maintain the tracking and ‘dashboard view’ documents covering FM services including those related to health & safety, insurance inspections, risk assessments, cost control, contract status, project activities and development handovers.
* To provide desk-based review and auditing of compliance documentation, contract KPIs and O&M literature.
* To ensure the FM department provides accurate and concise ‘‘dashboard’ data relating to the status of the various FM projects and services for review by the property management team at any time.
* To maintain systems related to the electronic filing, archiving and circulation of all Project documentation
* To collate and perform regular audits of documentation related to contract performance including compliance certificates, report sheets, PPM planners and KPIs
* Active participation in internal and supplier project meetings

Other dimensions of role

* Attend in-house and relevant external training courses, as agreed with line manager.
* Practise and comply with all Blind Veterans UK current policies and procedures.
* Ensure GDPR compliance within the scope of this role.
* Engage actively with our volunteers as appropriate and within the scope of the post.
* Promote and embed Equality Diversity and Inclusion (EDI) in all work and ensure information is communicated in plain English and meets accessibility requirements.
* Undertake any reasonable tasks from time to time at the line manager’s request, as may be deemed appropriate within the scope of the post.

**Work context**

* Primarily site based at Rustington with a requirement for occasional travel Brighton or other locations in the UK.
* Due to conflicting work demands and deadlines, on occasion, planned work and ad hoc activities have to be re-prioritised at short notice.

**Autonomy and decision making**

* Responsible for making day to day decisions for the efficient and effective running of the project in conjunction with priorities agreed with the Facilities Manager.
* Assist in identifying and co-ordinating systems to analyse and relieve demands upon the project.

**Communications**

Internal:

* Regular communication with the Facilities Manager to manage workload and assist in the smooth running of the project.
* Regular communication with individuals and groups at all levels across the Brighton Centre and national organisation.
* Members and other beneficiaries

External:

* Verbal and written communication will be required with a variety of external companies and agencies.

**Main areas of difficulty**

The main challenges facing the post are:

* Working in a busy department prioritising a wide variety of different tasks and responsibilities can be challenging due to the conflicting demands of the post.
* Arranging meetings with several people at short notice can be challenging because their availability may not always correspond.

Qualifications, experience, skills and behaviours

Essential:

* Facilities Management, Property Services or Health & Safety knowledge
* An excellent working knowledge of Microsoft Office including Word, Excel, PowerPoint and Outlook
* Excellent keyboard skills and accuracy
* Effective communication and interpersonal skills
* Ability to initiate and prioritise own workload
* Ability to develop, collate, analyse and convert numerical data into graphs and tables
* Confident minute taker
* Excellent organisational skills
* A good level of secondary education or equivalent vocational experience
* Experience of devising and maintaining office systems
* Relevant administrative or secretarial experience
* An understanding of FM services, document control and compliance.
* Experience of financial administration, POs and invoicing
* Confidentiality, tact and diplomacy
* Ability to well work as part of a team
* Flexible and pro-active
* Attention to detail
* Organised and professional
* Trustworthy and honest
* The ability to work independently and manage multiple work streams
* Confident and friendly

Desirable:

* Knowledge of the requirements of visually impaired, elderly and disabled people
* Shorthand and/or speed writing skills
* Experience of working as an administrator in similar sized service
* Experience of creating and interpreting data collection systems for analysis.
* Previous experience of using CAFM, CAD and finance software packages

This Job Description is a guide to the work the job holder is required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of the Contract of Employment.