

Job description

Job purpose:	To plan, support and co-ordinate the work and services of the Buildings Team ensuring that the team and VAL a deliver a broad spectrum of effective support for buildings clients, tenants, VAL staff and other users through the delivery of a coordinated customer support service on a day to day basis and ensuring sustained income generation.
Responsible to:	Buildings Team Manager
Responsible for:	Volunteers

1. Main aims of the role

- Ensure day to day planning, co-ordination and management an efficient buildings client, tenant and maintenance service.
- Plan and co-ordinate the Teams service delivery, including doing reception, meet and greet duties, front of house administration and co-ordination and tenant, client response services, including cleaning and postal services.
- Plan, co-ordinate and develop working with the Buildings Team Manager, building maintenance schedules and practices, ensuring health, safety and security compliance for the building and its users.
- Act as the Lead member of the Fire Marshall Team, managing Front of House when the fire alarm sounds.
- Developing opportunities and identify resources for income generation and the development of the team and VAL.
- Promote and support equality, diversity and inclusion in all aspects of the teams work, services.

2. Main activities of the role to deliver the aims

- Plan, organise and deliver services for the Building users and Tenants dealing with enquires, seeing them to completion, taking bookings, organising events and conducting follow up procedures and debt chasing.
- Provide excellent customer service to all external and internal customers as lead contact. Signpost and give advice to building users and visitors who may need referring to internal teams or other organisations.
- Undertake all aspects of client support including information provision including buildings access, security, health and safety, fire evacuation guidance, first level IT support, prioritising room allocations in line with customer needs to ensure maximum income generation.
- Plan and monitor cost effective office supplies stock and ordering on behalf of VAL
- Ensuring all Buildings records retained in Reception area are organised and up to date at all times such as fire records, incident logs etc.
- Support the Buildings Team Manager with marketing and sales of the VAL Building facilities in support of income generation.
- Lead on and conduct Health and Safety Building tours for staff and tenants in the building, reporting these are completed to the appropriate Manager and HR.
- Support in the recruitment and co-ordination of volunteers.
- Undertake all other reasonable duties relating to Buildings work as required by Buildings Team Manager.
- Monitoring and creating monthly reports on trends of building use
- Daily building tours, identifying additional areas that need to be cleared and what next steps to take
- Preparing monthly Tenants newsletter, working with Buildings Team Manager
- Create monthly health and safety reports
- Analysis conferencing feedback, identifying areas that we are doing well and where improvements are needed

- Minute take monthly team meetings
- Co-ordinate and project manage the basement working with Buildings Team Manager
- Manage and security system for managing internal and external doors

3. Supporting the development of VAL and its people

- Be an effective ambassador and representative for the organisation
- Participate positively in the development of plans, projects, performance management and organisational development
- Maintain data, statistics and information and produce regular monitoring and promotion reports
- Actively participate in learning opportunities, including mentoring and peer learning to share and gain skills across the organisation and people and keeping up to date with relevant changes in policy and practice
- Build and maintain effective relationships with colleagues including working collaboratively across VAL
- Be accountable to VAL and colleagues for your actions, actively supporting VAL's values
- Support volunteers to deliver aspects of VAL's work
- Ensure the health and safety of VAL people and service users
- Encourage and promote equality and diversity inside and outside of VAL
- Evening working and mandatory weekend working on a rota basis
- Undertake any other reasonable duties in line with the aims of the post

Person specification

The person specification sets out the essential qualities that we are seeking for this post.

Understanding of volunteering and its contribution to society	Understanding of voluntary and community sector support services, volunteering, demonstrated by volunteering or work supporting the development of volunteering, or providing information on volunteering opportunities to potential volunteers.
Customer services, information and advice	<p>Providing information, advice and support to service users, groups or customers</p> <ul style="list-style-type: none"> ● Experience of providing a reception service and liaising with a variety of people/service users and organisations at all levels. ● Providing clear and accurate information, a high standard of service and hospitality to all service users, visitors and customers. ● The ability to provide accurate information and guidance to a diverse range of individuals, organisations and contractors.
ICT and Administration Skills	<p>Proficient used of the Microsoft suite of packages particularly Word Excel and Outlook. Able to use and develop basic administration systems and databases to maintain and access information using paper and electronic systems.</p> <p>Excellent administration skills, demonstrated through:-</p> <ul style="list-style-type: none"> ● Using and developing administration systems and databases to maintain and access information using paper and electronic systems. ● Dealing with enquiries and event co-ordination and management ● Undertaking research to compile reports, customer mailings and marketing materials.
Managing, supporting and working alongside people	<p>The ability to work alongside and support volunteers, staff, tenants and other buildings user.</p> <p>Be a team player, and respectful for any level of staff within VAL, Tenants, clients.</p> <p>The ability to work on your own for large periods of time.</p>

Presentation skills and oral and written communication	<p>Excellent communication and advice giving skills with a diverse range of people and organisations through a range of mechanisms such as face to face, telephone and electronically, including ability to engage with others.</p> <p>Established experience of delivering professional written content in support of service delivery.</p>
Experience of different communities	<p>Working within different communities such as urban, suburban, small towns and / or rural and with a wide variety of voluntary and community sector organisations.</p>
Equality and diversity	<p>Encouraging and promoting equality and diversity in the delivery of services and experience of working effectively with people from a range of backgrounds.</p>
Building relationships	<p>The ability to build and maintain effective relationships with colleagues and partners in all sectors.</p>
Organisational skills	<p>Being well organised, prioritising demands, making decisions and working to deadlines.</p> <p>Excellent organisational skills and ability to multi task.</p> <p>Ability to organise and co-ordinate multiple priorities to meet the needs and expectations of the customer.</p> <p>Being able to organize building maintenance works</p>
Approach to work	<p>Having a customer service focus, and a positive “can do” approach to advice and support provision, dealing with difficult situations and changing environments calmly and effectively.</p>
Continuing professional development	<p>There are no specific qualifications for this role, but evidence of continual development of knowledge of skills is required</p>
Hours of Work and Travel	<p>Evening working and mandatory weekend working on a rota basis.</p> <p>Ability to travel regularly within the city and county and occasionally nationally</p>