**Job Description**

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| **Job Title:** | Support Services & Health and Safety Officer  |
| **Reports to:** | HR & Support Services Manager |
| **Location:** | DCT Offices |

**Job Purpose:**

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| To ensure that the office is safe, clean and comfortable and is run efficiently, to provide the best possible working environment for staff and visitors for the best value for money.To co-ordinate and deliver friendly, efficient and effective support, advising, reporting and assisting as and when required. |

**Principle Duties and Responsibilities:**

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| **Premises Management**Room Bookings* Answer enquiries about the booking of rooms for hire
* Coordinate bookings for internal and external meetings
* Maintain accurate records of room bookings in line with organisational requirements and the needs of the Finance Manager and HR & Support Services Manager.
* Liaise with customers, caterers, host volunteers and equipment suppliers to ensure that customers’ needs are met.
* Ensure the rooms are well presented and laid out as required by the customer, with all equipment available and in good working order.
* Help customers with any issues that arise whilst at the venue.
* Ensure the rooms are cleared and furniture re-arranged at the end of each hire.
* Ensure all invoices are sent and payments collected.
* Collate evaluation forms and monitor – following-up any positive/negative actions.

Premises* Manage the ICT, phones, photocopier and franking machine contracts ensuring the office equipment is kept in good working order
* Troubleshoot ICT problems and co-ordinate referrals to the external ICT support providers
* Be responsible for the security contracts, developing and encouraging practices and systems that safeguard organisational resources, including keeping an up to date asset register
* Ensure the organisations insurance policies are valid, fit for purpose and best value
* Act as a point of contact with the landlord for repairs or matters requiring the landlords attention
* Act as point of contact with local authority (Exeter City Council) re any Building Regulation applications, completing and forward schedule of works to the authority and overseeing any building works.(e.g. Disabled toilet/kitchen; installation of air conditioning.)
* Ensure that office equipment is maintained including annual PAT testing, and that defective equipment is replaced
* Ensure a high standard of housekeeping, including replacement of light fittings and other fixtures and fittings
* Keep the office storage areas tidy and equipment and documents stored appropriately
* Liaise with the cleaning contractors to ensure high standards of cleaning
* Ensure waste is collected by the refuse contractor and broken or unwanted equipment and documents are removed from the premises
* Provide training for staff in the use of the photocopier, franking machine and any other office equipment
* Keep a record of office stock held and order office stationery and sundries within budget limits
* Keep the off-site archive store tidy and documents stored appropriately with archive boxes properly labelled to facilitate access

Health & Safety * Ensure the health and safety of staff and visitors, undertaking risk assessments as required and ensure premises are complaint under the Equalities Act
* Ensuring there is adequate first aid provision and arranging appropriate training. Post-holder to be one of the trained personnel
* Compiling and updating H&S plans – i.e. People’s Evacuation Plan
* Compiling and updating building & site premises safety inspection checklist
* Meet and comply with fire safety regulations by:
* undertaking fire alarm testing on a rota basis with other occupants of the premises
* organising an evacuation practice at least twice a year
* keeping fire escapes clear
* ensuring appropriate levels of staff are available to act as fire wardens and arrange suitable training. Post holder to be one of the trained personnel
* Supervise the fire extinguisher contract, ensuring maintenance checks are carried out within approved time scales
* Liaise with the Chief Executive and the HR Support Services Manager to ensure that health and safety and other policies and procedures relating to the office premises are being adhered to
* Annually (or when new staff), circulate the DSE (Display Screen Equipment) forms; collate, evaluate and action as within own remit. For more serious points/plus those with potential cost implications refer to HR & Support Services Manager

**Support Services**In partnership with the other members of Devon Communities Together small Support Services team, share in a wide range of general administrative tasks including, but not limited to:* Preparing reports, committee papers, letters, presentations, training/marketing materials etc. to the agreed timescales and in accordance with the Devon Communities Together’s quality standards.
* Providing cover for the other members of the Support Services team
* Organising & attending meetings, taking/producing minutes as required
* Creating and implementing office, administration & IT procedures & practices that develop an efficient and effective facilities/support service.
* Supporting meetings/events held at external venues
* Data input for housing surveys, membership, questionnaires, consultations and evaluations
* Carrying out research via the web or other media.
* Inducting new staff in relation to the areas of work for which the post is responsible
* Assisting with finance administration as required by the Finance Manager
* Answering phones, opening post, photocopying, laminating, binding, filing, archiving and shredding.

**Other duties*** Carry out any other duties as reasonably requested by the H, Senior Management Team or other colleagues.
* Undertake training where appropriate
* Ensure that equal opportunities and an anti-discrimination approach are incorporated into all aspects of the post-holder’s work.
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**Structure Chart:**

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**Person Specification:**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Management** | •Be able of managing a wide variety of tasks within set timescales and meeting deadlines and organising their own day to day activities |  |  |
| **Experience** | •Experience in a busy office or similar setting with a strong customer-service approach•Be the first port of call for office & IT equipment | •Experience of facilities management•Experience of the charity sector, either in or outside of work |  |
| **Practical Skills** | •Have a highly organised and efficient approach to work•Able to multi-task and respond positively to competing workloads•Excellent current ICT skills including Word, Excel & Outlook•Ability to word process & input data accurately & quickly•Good interpersonal skills and a confident and professional telephone manner | •Ability to take and produce minutes of meetings |  |
| **Strategic Thinking** | •Have practical problem solving approach, especially with regards to office equipment and IT issues• Be innovative with regards to problem solving particularly in regards to Customer Service and going beyond the customers’ expectations. |  |  |
| **Education and Training** | •5 GCSE’s or equivalent skills at grade C or above, including English & Maths | •NVQ Level 2 or 3 in Facilities Management•NVQ Level 2 or 3 in Customer Service•First Aid or Emergency First Aid at Work Certificate |  |
| **Specialist Knowledge****IOSH – The Institution of Occupational Safety & Health****NEBOSH – National Examination Board in Occupational Safety & Health** | •Understanding of health and safety in an office environment, including undertaking risk assessments | • NEBOSH/IOSH or similar specialist training or Experience of health and safety in an office environment, including undertaking risk assessments• Knowledge and experience of ISO 9001 quality assurance and the completing of associated documentation  |  |
| **Personal Attributes** | •Demonstrates a consistent friendly, open and welcoming approach •Ability to work independently and within collaborative teams•Have a flexible, adaptable and willing to learn attitude•Good knowledge of change management | •Be able to demonstrate commitment to our aims |  |
| **Equal Opportunities** | •Able to relate well to a wide range of people from a variety of different settings and organisations•Strong commitment/understanding of promoting equal opportunities | •Completed relevant equality and diversity training. |  |