



Job Description

Job Title: Facilities Support Team Administrator

Direct supervisor: Facilities Support Team Manager

Department: Facilities

Role purpose and primary objectives

To provide operational support for the management and control of EIS managed building. The role is within Facilities and is responsible for the management and development of the student and faculty accommodation, the study centre, and services.

Shared Responsibilities

The Facilities Support Desk is staffed 24/7 and is the main point of contact for students, faculty, parents, and contractors in the evenings and on weekends. The Facilities Support Administrator has shared responsibilities to provide front-line advice and assistance to student enquiries.

1. To provide professional support on the phone, face to face or by email.
2. Maintain the emergency protocols and oversee the 24-hour emergency phone service.
3. Ensure the students, employees, and building's health, safety, and security.
4. To arrange and coordinate subcontractor's work
5. Assist with training new team members
6. Follow up promptly on resident or neighbour concerns, and make sure appropriate staff members receive email updates
7. Distribute key and hi-vis vest to contractors; send emails of keys collection, and returns
8. Manage keys and study room bookings
9. Follow the emergency student loans procedure

Main duties and responsibility

1. To assist sub-contractors in buildings
2. Assist with training new team members
3. Where required participate in working groups.
4. Maintain a strong working relationship with all team members and third party contractors
5. Make sure logs are accurate and current.
6. Conduct damage and maintenance inspections in all buildings
7. Assist to create ID card
8. Open and close reactive jobs on maintenance helpdesk
9. Make sure there is no outstanding maintenance in the buildings by the end of the working day
10. Follow the emergency student loans procedure.
11. Check the mailbox of each building and distribute accordingly in the absence of the Housekeeping Supervisor.
12. Keep the bulletin boards in each building updated.

13. Ensure relevant student information emails are sent accordingly
14. Research competitive and fit for purpose products and furniture
15. Create Purchase Orders

Housekeeping duties in the absence of the Housekeeping Supervisor

1. Arrange cover for sick or holiday leave
2. Ensure readiness of all buildings for arrivals
3. Processes linen collection and delivery every Friday
4. Liaise with refuse collection
5. Arrange cleaning schedules to accommodate last minute changes
6. Follow up and send email update on room/flat condition that are not adhering to standards.

The client services

1. Communicate daily with students via the maintenance helpdesk portal
2. Provide support as needed to visitors, staff, faculty and students
3. Carry out building tours for potential and current client visiting faculty
4. Participate in FIE events where possible.

Health, Safety and the physical environment

1. Be aware of the physical environment of the buildings
2. Assist with weekly health and safety inspection of assigned buildings and conduct them in the absence of the Housekeeping Supervisor.
3. Assist and where necessary lead fire drills in all building
4. Be cognisant of the emergency rules and procedures, and follow them as needed
5. Convey and display the Company core values of respect, diversity, confidentiality, inclusivity, sustainability and ethics.
6. Ensure compliance with health and safety regulations

Required skills and qualifications

1. Health and safety Knowledge
2. Satisfactory knowledge of MS Word, and MS ExcelStrong
3. Strong interpersonal skills
4. Ability to maintain accuracy and attention to detail whilst working to tight deadlines
5. Excellent organizational and communication skills.
6. Quick thinking with effective problem-solving skills, being able to adapt to client needs

Desired skills and qualifications

1. NEBOSH (preferred) or IOSH qualified
2. Knowledge of working with international students within the study abroad sector
3. Experience working with students or in customer services within student housing or facilities management