Job Title (Vidrala Group)	Junior Facilities Co-Ordinator
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Organizational Unit	Facilities
Business Unit	Encirc
Reporting to (Hierarchical)	Senior Facilities Co-Ordinator
Reporting to (Functional)	Senior Facilities Co-Ordinator

Main Purpose of Role

The purpose of the Junior Facilities Coordinator role is to support the effective day-to-day delivery of the Facilities Management function at Elton. The role will provide administrative and operational support across a range of facilities services, helping to ensure that site operations run smoothly, safely and efficiently.

Working closely with the wider Facilities team, contractors and internal stakeholders, the Junior Facilities Coordinator will help monitor service delivery, maintain accurate records, follow up on outstanding actions and support compliance with site procedures, health and safety requirements, and facilities standards. The role will provide an opportunity to develop practical facilities management knowledge and coordination skills while contributing to the continuous improvement of site services.

Key Accountabilities

- Provide administrative and operational support to the Facilities Management team, assisting with day-to-day activities within a busy department.
- Support the facilities helpdesk, work order management, and maintenance coordination processes.
- Assist with SAP administration, purchase requisitions, invoice tracking, and contract records.
- Support contractor coordination, PPM tracking, and reactive maintenance activities.
- Support site access requests, ID cards and new starter and leaver processes.
- As and when required, support the front of house duties in times of A/L or sickness delivering a professional and customer-focused service to colleagues, visitors and customers
- Assist with contractor inductions, health and safety documentation and compliance activities.
- Support the monitoring of contractor performance and service delivery, escalating issues or concerns to the Facilities team where appropriate.
- Monitor facilities service standards, maintain action trackers and damage claims and escalate issues.
- Maintain accurate records, prepare reports and communicate FM activities to stakeholders.
- Support continuous improvement of FM processes, systems and customer service.
- Undertake other reasonable administrative and coordination duties to support the effective delivery of the Facilities Management function.

"This is a brief outline of the role and is by no means exhaustive. The post holder will be expected to undertake duties as appropriate to the position. Significant changes to the role and its responsibilities would be subject to appropriate consultation with the post holder".

Knowledge, Skills and Experience

Business Knowledge

- Excellent customer service skills
- FM knowledge desirable
- Management of SAP process for WO management
- Experience in management of helpdesk process relating to FM operations
- Capability to support travel arrangements

Essential Functional / Technical Skills

- Microsoft Office/ Microsoft 365
- Customer service skills
- Accurate administration skills
- Knowledge of SAP process

Personal Attributes / Competencies

- Flexible & adaptable, able to prioritise and work to tight deadlines
- Ability to build strong relationships with different people at all levels
- Ability to work as part of a team
- Enthusiastic with a positive outlook
- Excellent attention to detail
- Committed to learning and self-development
- Demonstrates a willingness to learn and adopt new processes, functionality, and technologies.

Impact

Individual Contribution / KPIs

- The role supports important activities across the whole business including, the customer journey, health, safety and environment, security, catering and cleaning, minor works and capital projects

Key Contacts

- Colleagues and customers
- Health, Safety & Environment Team
- Management within the operational structure
- Contractors

Decision Making
(Outline the most important recommendations expected to be made for others to decide on)

- The post holder is accountable to ensure all employee details are processed effectively and securely as per GDPR requirements

Value	Leads Self
Commitment to Customers 	➢ I am open and honest, I strive to exceed expectations while remaining realistic. ➢ My stakeholders can trust me to be honest and supportive. ➢ I seek and act on feedback.
People Commitment and Development 	➢ Through reflection I am clear about my own development needs, I seek feedback and support. ➢ I treat all people with respect and dignity. I value equity, diversity and inclusion. ➢ I respectfully call out any unsafe or disrespectful behaviours, every time.
Sustainability 	➢ I understand my part in our sustainability strategy, I ensure that my own personal impact on the environment and others is a positive one. ➢ I engage with new initiatives, and I champion our sustainability goals. ➢ I am accountable for the safety, health and wellbeing of myself and others, I share ideas for people-focused improvements.
High performance 	➢ I understand my part in our company purpose, mission and values. ➢ I reflect on my performance and plan ahead, in order to safely achieve my objectives or targets. ➢ I approach challenges positively; I respond to changing priorities and maintain high standards.
Collaboration 	➢ I am open, honest and respectful with all stakeholders, I build strong relationships based on trust. ➢ I use my strengths to support others, I ask for help and welcome input. ➢ I am accountable to my team for delivering against agreed standards.
Innovation and continuous improvement 	➢ I am curious and contribute ideas for improvements when I have them, no matter how small. ➢ I remove barriers to progress, I start with why. ➢ I embrace change, I work with others to make necessary changes possible.