

## JOB PROFILE

<b>Position Title:</b>	<b>Facilities Coordinator</b>	<b>Date:</b>	<b>May 2010</b>
<b>Reports To:</b>	<b>Adam Campbell</b>	<b>Department:</b>	<b>Property</b>
<b>Level:</b>	<b>Strategy Implementer</b>		

### **Role Purpose:**

To manage the implementation of day to day property enquiries and escalations from stores and contractors.

### **Customers/Partners:**

- Development Manager
- Facilities Project Coordinator
- Directors of Operations
- Store management
- Property Contractors
- Finance

### **Measurements of Success:**

- Property spend within budget
- Improved returns from every pound spent on facilities
- Improved and more effective property function

### **Areas of Responsibility to include:**

- Manage daily operation of Planned Property Maintenance Contracts and programmes.
- Ensure programmes and services are effectively administered to provide detailed reports on services, PPM Contracts and projects
- Establish and maintain open and effective communication with Stores, Contractors and Suppliers.
- Work with Local Authorities and landlords or their agents to coordinate all regulatory aspects of operations.
- Maintain the implementation of warranties and Service agreements and Asset Register.
- Manage the process of Approved project or Contract associated invoices for payment.
- Provide status reports for individual projects and Defensive Capital programmes
- Provide an Audit function for initiated works

### **Success Factors:**

**Develop Self and Others:** Continually work to develop own capabilities and the capabilities of others.

**Achieve effective property spend:** Look for ways to continually improve the effectiveness of all spend on our estate.

**Build Strong Relationships:** Foster trust and cooperation among coworker, customers and suppliers; develop and sustain personal contact in order to provide mutual benefit.

**Influence Decisions and Actions:** Persuade and enroll others in making plans, reaching decisions and taking action.

**Drive for Change:** Drive for improvement in all facets of organizational life.

**Be Decisive:** Take timely action based on own assessment of the situation.

**Key Skills and Requirements:**

**Negotiation:** Evaluate terms and conditions, licensing, regulatory requirements and analyze cost-benefits while dealing with Contractors, Stores and local Authorities.

**Business Communication:** Use result-oriented writing techniques and strategies for correspondence (e.g. memos, letters, reports, proposals, etc.) with correct grammar and punctuation.

**Planning:** Skilled in determining whether tasks should be attempted, identifying the most effective way of completing the task, and preparing how to overcome unexpected difficulties.

**Organisation:** Demonstrate ability to proactively prioritize needs, put first things first, and effectively manage resources.

**Research:** Utilize a variety of resources to complete a research assignment and be able to summarize and present your findings.

**IT Literacy:** Basic ability to use computer hardware and software (e.g. word processors, desktops, publishing and graphics).

**Position Specific Skills and Requirements:**

- 3-5 years experience in a Fridays store, or in a facilities / property function in the leisure /hospitality sector
- Knowledge of service providers Strong ability to manage multiple projects
- Proficiency in MSOffice-especially Excel
- Knowledge of technical terminology
- 10% travel required