

Job Description

Job Title: Facilities and Client Services Administrator

Reporting to: Head of Estates

Grade: Support Pay Scale H

Campus: Slough & Langley college and Berkshire College of Agriculture

Job Purpose: To provide operational coordination and administrative support for a range of facilities management contracts and services across the College. The postholder will act as the day-to-day liaison between contractors, estates teams and internal stakeholders, ensuring services are effectively coordinated and operational issues are resolved in a timely manner.

Key Responsibilities:

Facilities Contracts and Service Coordination

- Act as the operational liaison for designated facilities service contracts, ensuring effective communication between contractors and the College.
- Coordinate regular operational meetings with contractors including Ardmore and Baxter Storey and monitor agreed actions.
- Liaise with estates manager regarding maintenance issues, equipment replacement and service delivery.
- Coordinate annual kitchen deep cleans and other planned contractor activities.
- Book and follow up on all catering equipment breakdowns/purchases.
- Act as the operational contact for cleaning services and other allocated facilities service contracts.

Commercial and External Liaison

- Act as the local liaison for commercial lettings, working with the central Commercial Team to support customers, coordinate operational requirements and communicate/book local arrangements.
- Maintain effective relationships with long term letting contracts and other external partners, communicating operational matters that may affect service delivery.
- Ensure all commercial lettings paperwork is complete and stored correctly.

Property and Facilities Support

- Liaise with Estates, Procurement and other College teams to coordinate the purchase and replacement of operational items as required.
- Coordinate the annual classroom furniture audit and communicate replacement requirements.
- Support annual residential inspections with the Estates Team.
- Coordinate the renewal of allocated service contracts as required.

Operational Support

- Coordinate with the Health and Safety Team to ensure first aid kits are regularly audited, replenished and maintained across College sites.
- Act as the operational point of contact for designated campus services.
- Maintain archives, records and other operational documentation relating to allocated services.
- Undertake other duties appropriate to the grade of the post that support the effective operation of Property Services.

NOTE

This post is not exempt from the Rehabilitation of Offenders Act 1974. For further details on our policy on the Recruitment of Ex-Offenders can be found [here](#).

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the principal.

PERSON SPECIFICATION
Facilities and Client Services Administrator

	Essential	Desirable	Source of Evidence
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS			
Level 2 English	X		AF
Level 2 Maths	X		AF
Level 3 qualification in Business Administration, Facilities Management or related subject		X	AF
Health & Safety qualification (e.g. IOSH Working Safely)		X	AF
EXPERIENCE			
Experience of providing administrative support within a busy office environment	X		AF/IV
Experience of coordinating contractors, suppliers or service providers		X	AF/IV
Experience of facilities, estates, property or customer services administration	X		AF/IV
Experience of supporting commercial lettings, room bookings or event coordination		X	AF/IV
Experience of maintaining records, documentation and operational systems	X		AF/IV
SKILLS, KNOWLEDGE AND ABILITIES			
Excellent organisational skills with the ability to manage multiple priorities	X		AF/IV
Excellent written and verbal communication skills	X		AF/IV
Strong customer service and stakeholder relationship management skills	X		IV
Ability to coordinate contractors and monitor service delivery	X		IV
Ability to work independently and use initiative	X		AF/IV

Good attention to detail and accuracy when maintaining records	X		IV
Competence in Microsoft Office applications (Word, Excel, Outlook, Teams)	X		IV
Experience of using facilities management or procurement systems		X	AF/IV
A flexible, customer-focused approach with the ability to build effective working relationships	X		IV

KEY

Evidence of all of the elements marked AF or AF/IV must be present in the application form in order to be shortlisted for interview.

All of the elements marked IV will be assessed at interview.

All of the elements marked AF/IV will also be assessed at interview.