

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The Facilities team plays a crucial role in the maintenance of Church House. Enabling the work of all staff and all their work activities across the Westminster NCI estate.

What you'll be doing

As an Office Facilities team member, you will support the Facilities Team Leader to make Church House a safe and well managed environment for our staff, Corporation colleagues and visitors. You will be ensuring that tea points are fully stocked, and the refreshments are available to all users. Preparing and delivering catering required to meeting rooms. Managing and supporting the meeting rooms at Church House, from booking, room layout and first line technical support of the AV equipment. Porterage of packages and equipment and assisting with small office moves.

Carrying out some small maintenance work around the building. As a key and valued member of the Technology Services capability within the NCI's, you will often be the first line of support to all NCI colleagues for general support and advice to enable them to complete their work. This role is a reduced hours role, at 28hrs over a 4-day week, preferably Monday to Thursday. This role has the opportunity of additional hours and remuneration, to cover any Annual leave.

MAIN DUTIES AND RESPONSIBILITIES

The Role:

Office Services and Facilities Administration

Which includes hospitality, logistics and Technology services

- Provide first line Office Services and Facilities support. Fully manage requests and contractor works within the environment and escalate issues where required.
- Carry out facilities duties, as requested by the Facilities Team Leader.
- Update internal stakeholders on progress of the tasks they have requested.
- Update reports to all the Facilities Team highlighting complete/incomplete tasks.
- Support the Facilities Team Leader, deputising on occasion as required and within agreed limits.
- Place orders, manage delivery notes and process departmental invoices, in a timely manner
- Manage and maintain Church House stock, including stationary, refreshments as well as IT stock.
- Manage and maintain the kitchen areas/ tea points. Ensuring that all refreshment facilities are stocked and available.
- Assisting with changing meeting room layouts as required.
- Ensuring that all catering (Lunch or/and hot drinks) is prepared and delivered on time.
- Assist with the continued growth and maintenance of the asset log at Church House.
- Manage internal post and courier services.
- Assist on the planning and delivery of small office moves.
- Assist in the management and supporting NCI colleagues with the desk/meeting room booking system.
- Assist in the planning and delivery of meetings, including providing audio-visual support.
- Maintaining and monitoring of the MFD/Printers across the estate, reporting faults and arranging repairs when needed, replenishing paper, toner, waste toner and other consumables
- Assist in physical access control of Church House, including Staff Pass creation.
- Ensuring data handling complies fully with the data protection policies in line with GDPR
- Coordinate the dissemination of mail and carry out portering
- Conduct minor repairs and furniture assembly as necessary.
- Support and assist the wider Technology team.

Health and Safety duties

- Carry out inspections of communal areas to ensure highest standards.
- Carry out DSE assessments as needed.
- Maintain and manage first aid-supplies across the building.
- Assist in ensuring all staff are included within the Church of England H&S portal

Your job description is intended to reflect your main tasks and areas of work, but is not exhaustive. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience:

- *Experience in working in the facilities sector.*
- *Experience of dealing well with a variety of stakeholders*
- *Experience with a variety of operational and administrative tasks*

Skills/Aptitudes:

- *Must be highly organised and able to prioritise within multiple projects.*
- *Ability to work well within a small team, as well as within a wider team environment.*
- *Good numerical skills and IT Skills, in particular the Microsoft Office package.*
- *Confidence escalating issues where required.*
- *Able to present clear briefings to management.*
- *Confidence dealing with all stakeholder levels.*

Personal Attributes:

- *Friendly and customer focused.*
- *Prepared to undertake small works across the building.*
- *Maintain a clean and smart appearance.*
- *Able to work on own initiative or as part of a team.*
- *Be tactful, respectful and able to adapt to a wide variety of situations.*
- *Able to maintain a high degree of confidentiality and discretion.*

Qualifications and training:

- *Educated to GCSE standard or equivalent.*
- *IOSH Trained (or willing to take this qualification)*
- *DSE Assessor qualification (or willing to take this qualification)*
- *First aid at work trained (or willing to take this qualification)*

Whilst the NCIs are committed to wellbeing and work/life balance, given the nature of this role, the post-holder will be expected to join the team shift system, working occasional unsocial hours and being on call outside normal working hours.

Desirable:

- Experience in managing a desk/meeting room booking system*
- Experience in advising users and using Multi Functioning Devices, scanning and printing.*
- Experience in managing and maintaining Audio Visual equipment and set up.*
- An interest in the work and ministry of the Church of England.*

Vacancy Summary

JOB TITLE:	Office Facilities Operative
NCI ENTITY:	Church of England Central Services
DEPARTMENT:	Office Services
GRADE:	Band 6 Standard Point
SALARY:	£ 27,841 Pro-Rota
WORKING HOURS:	28 Hours 4-day week, Mon - Thurs
PRIMARY OFFICE LOCATION:	Church House, Westminster.
HYBRID WORK ARRANGEMENTS:	None
IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input checked="" type="checkbox"/> Basic
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	No
ORACLE POSITION CODE:	8028430
COST CODE:	50146
PARENT POSITION:	Facilities Team Leader