

Scottow Enterprise Park – FM Coordinator Job Description 2024

Job title:	FM Coordinator
Team:	SEP
Site:	Scottow Enterprise Park (SEP)
Location:	Scottow Enterprise Park, Lamas Road, Badersfield, NR10 5FB
Salary:	£25 to 29K
Responsible to:	Head of Estate
Responsible for:	No line management duties
Effective date:	June 2024

Role and Context

Job Purpose

To work alongside an experienced team of maintenance and site management colleagues to ensure seamless operation of the property and facilities at Scottow Enterprise Park.

This is an exciting role within a major Norfolk business hub. You will operate as part of a team including Estate Management, Operations, Business Support and Maintenance. There is a mix of structured tasks to ensure compliance with health & safety and statutory regulations, alongside project-based tasks where you will be working with the team to improve site facilities.

The role of Facilities Management Coordinator will suit someone who wants to work in a collaborative and challenging environment. There is an emphasis on customer service, dealing with multiple workstreams, undertaking challenging conversations and driving changes to improve tenant experience.

In return for your commitment and drive, we will reward you with the following:

- Competitive salary.
- 26 days annual leave (excluding bank holidays)
- Company pension scheme – in line with auto enrolment.
- Career progression and personal development opportunities.
- Being part of a 'team' as opposed to just being a number.

Context

HIL is a wholly owned subsidiary of Norfolk County Council. The Shareholder Relationship Agreement between Norfolk County Council and HIL sets out the purpose of the company, which is to deliver economic development activities in Norfolk to support the County Council's vision and objectives.

Responsibilities

- Work with the Estates team to ensure a "Health and Safety first" culture.
- Providing a first-class service to tenants and HIL colleagues in a friendly and professional manner.
- Act as Scottow Enterprise Park's 'FM Helpdesk', logging issues and raising tickets to be actioned by management, maintenance colleagues or contractors.

- Assist the Estates team to implement agreed planned preventative maintenance programmes, ensuring all work is conducted to best industry practice.
- Plan and schedule third-party suppliers and contractors. Liaise with contractors and suppliers on site as directed by the Estates team.
- Ensure all site facilities and services are operational and compliant. Assist in the delivery of facility improvement works and site projects.
- Implement our site induction process for new tenants and businesses, providing excellent customer service at all stages.
- Provide administrative support and record keeping. This includes raising purchase orders, managing trade accounts, in-putting into service charges and updating our digital FM records to ensure effective estates management.
- Working with the Estates team to assist in coordinating landlord statutory compliance on site, including but not limited to asbestos management, legionella control, fire safety, electrical safety, gas safety, unit inspections and more.
- Coordinate monthly site-wide service meter readings, in conjunction with our Finance department.
- Assist with keeping service charge records up to date and correctly administered.
- Carry out other duties appropriate to the nature and grade of the post, as directed by the line manager.

Other Job Information (e.g. any special factors or constraints)

The FM Assistant may be expected to be an emergency responder for the site if senior management are unavailable.

You will be expected to travel to meetings, training courses and events as required to benefit your own and the site's development.

Some flexibility on working hours may be required.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • GCSE's grade A-C in Math and English or equivalent • knowledge of health and safety regulations. • Experience of working within building management related environment. 	<ul style="list-style-type: none"> • First Aider, Fire Marshal.
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • An awareness of commercial property, statutory compliance, and working with service providers or contractors. • Prior experience in facilities management, particularly in a regulated environment. • Appropriate Facilities Management and H&S training / experience, for 	<ul style="list-style-type: none"> • Experience working on large business parks or estates. • Experience in service charge administration. • Understanding of general building maintenance • Experience of working with operational systems.

<p>example Asbestos Awareness, Legionella, Fire and IOSH.</p> <ul style="list-style-type: none"> • Experience of working in a customer facing environment. • Experience managing challenging situations and programming works. • Experience with procurement of goods and services, raising POs etc.. 	
Skills / Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to work autonomously / manage own workload, whilst regularly informing team members of your progress. • Good IT Skills • Excellent written and verbal communication skills, and the ability to be empathetic and personable to a range of tenants, colleagues, and suppliers. • A track record of building strong relationships and the confidence to speak to new people and service providers. • Excellent organizational and problem-solving skills • Strong communication and interpersonal abilities • Ability to keep people informed, manage expectations, and deliver on commitments and timescales. • Ability to prioritize tasks effectively • Ability to implement processes and documentation. 	<ul style="list-style-type: none"> • Experience with SLAs and supplier management. • Working knowledge of commercial lettings and maintenance.
Behaviours	
<ul style="list-style-type: none"> • Takes pride in their work and strives for excellence. • Honesty and integrity • Reliable • Flexible • Willing to experiment and test new ideas and to be open to change and learning as part of a team. 	

General Information

- The job description details the main outcomes of the job and will be updated if these outcomes change.
- All work performed/duties undertaken must be carried out in accordance with relevant HIL policies and procedures, within legislation, and about the needs of our customers and the diverse community we serve.

- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people, and adults) and how to raise concerns.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Adam Buckingham

Position: Head of Estate

Date: July 2024