



Facilities Officer London Office

Recruitment Pack



November 2023

Thank you for your interest in the post of **Facilities Officer, London** at the Rank Foundation. In this Information Pack, you will find the following documents:

- Letter to applicants from Sonia Talsi, Assistant Director of Operations
- Job description, person specification
- How to apply and recruitment timetable

The job description describes the main responsibilities of the post; the person specification relates directly to the job description and is a list of the skills and experience that we consider necessary for the post. Please read these documents carefully. The applicants who fit the person specification most closely will be shortlisted for interview so please make sure you tell us everything relevant to your application in your CV and covering letter.

The Rank Foundation is committed to a policy of equal opportunities, and we ensure that all applicants are treated fairly and equally.

Dear Applicant,

Thank you for your interest in the newly created role of Facilities Officer. The post is based in our co-working space in Shoreditch, London.

The Rank Foundation works in communities across the UK to encourage leaders, develop entrepreneurial mindsets and form strong networks that enhance communities. At the heart of the Foundation, is our supportive Network of over 1,200 leaders working in communities across the UK. Together, they learn, share and connect to tackle society's challenges. We build deep and lasting relationships of support with our Network, going beyond traditional funding to relational philanthropy based on mutual respect, trust and empathy. Inspired by the faith of our founder, we care about the people and communities working with us for social good. We believe in their collective power to make a difference.

This is an exciting time to join us in our newly refurbished London office in the heart of Shoreditch. It is the central hub from which all our exciting work stems. We are now looking for someone who will support us in delivering our mission and operating the new Garden Walk building. The role will include assisting with the management of our new facilities including lettings with a strong focus on service and high standards and general office duties.

The post holder will also work on ad hoc projects with the various in-house teams, in addition to providing support to the Assistant Director of Operations.

We hope our Information Pack inspires you to pursue your application. If you want to know more about the role, please email recruitment@rankfoundation.com. For further information please visit the website at www.rankfoundation.com

We very much look forward to meeting you.

Sonia Talsi

Assistant Director of Operations

Job Title	Facilities Officer
Dimensions of Role	<ul style="list-style-type: none"> • Full time – 37.5 hours per week - flexibility on working less hours will be considered for the right candidate with a minimum of 30 hours per week • Monday – Friday (8.45am – 5.15pm) • Office based in London Office, Shoreditch
Job Reports To	Assistant Director of Operations (ADO)
Salary	£26k (based on 37.5 hours per week)
Business Unit/ Department	Operations
Date Completed	November 2023
Purpose Statement	The Facilities Officer is responsible for supporting and ensuring smooth running of the Garden Walk office/ Coworking Space including direct assistance with facilities, health and safety and administration. The postholder will work closely with the Assistant Director of Operations (ADO), Front of House (FOH) and other members of the Rank Foundation Team.
Key Accountabilities	<p>General & Facilities operations</p> <ul style="list-style-type: none"> • Cover reception and the Front of House role as/ when required • Undertake minor repairs and maintenance tasks and escalate to ADO if necessary • Ensure the exterior of the site is in a clean, tidy and reasonable state of repair, including general external maintenance tasks • Ensure compliance with our terms and conditions within our coworking offer • Monitor facilities contracts and ensure that high standard is maintained/ follow up as necessary • Provide site support as needed • Conduct and document regular facilities inspections • Maintain office/furniture and key inventory in liaison with the FOH • Ensure regular maintenance and inspection of equipment and machinery is in place to avoid operational delays and potential hazards • Act as primary contact for all building related issues • Assist with performing testing, inspection, implementation of any site related tasks • Provide support for IT related issues, e.g. linking AV equipment, wifi, etc. • Support co-working space users with any facilities related queries and taking required action as appropriate and if needed escalate to the ADO • Willingness to learn new IT systems (Nexodus – booking system, etc.) • Assist with the planning and organisation for any site booking related matters • Supporting with other projects and activities as required. Occasional support may be required for evening or weekend lettings. • Place orders for ad hoc facilities requests

	<p>Health & Safety</p> <ul style="list-style-type: none"> • Carry out regular risk assessment, including annual risk assessment and provide feedback to ADO • Carry out periodic health and safety checks to ensure full compliance • Ensure HSE compliance is followed in collaboration with the executive team • Comply with all health & safety policies • In collaboration with the FOH, carry out weekly fire alarm tests • Coordinate 6 monthly fire evacuation test • Ensure that building is secured at all times and report any issues to the ADO • Alongside the ADO keep all H&S requirements up to date • Ensure office is covered during our business opening hours • Act as a Fire Marshall/ First Aider and undergo relevant training • Attend to any site related issues and arrange repair as required • Assist with managing key suppliers and building maintenance but not limited to, our cleaners, security, H&S, and facilities support • Assist with ensuring we fulfil our obligations around Health & Safety, including our fire strategy, first aid, PAT testing, plan and oversee annual servicing of facilities on site • Keep written records where appropriate and share all documentation with the ADO <p>Please note that the list of tasks and responsibilities is not exhaustive. The Rank Foundation can request the post holder to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job description, or in accordance with operational requirements.</p>
Working Relationships	<ul style="list-style-type: none"> • With the Executive & Operations team • With the Chairman, respective Chairs, and board / committee members • With those we support, within the Rank network
Skills, Knowledge & Expertise	
Knowledge Qualifications & Experience	<ul style="list-style-type: none"> • Proven experience in similar roles (essential) • Experience of administration of facilities • Operational support • Competent in Microsoft Office Packages • Health & Safety knowledge (desirable) • Understanding of the social sector (desirable)
Essential Skills/ Abilities	<ul style="list-style-type: none"> • Ability to work positively with a wide range of individuals • Ability to prioritise own workload and work under pressure • Ability to take initiative and make decisions that are right for our customers • A proactive, responsive and self-motivated individual with strong customer service skills • Ability to work independently, flexibly, and to tight deadlines • To have exceptional timekeeping and be reliable • Time management skills to plan work and meet demanding or conflicting timescales. • A flexible 'can do' attitude, responsive to changing environments and willingness to work outside office hours

	<ul style="list-style-type: none"> • Ability to follow policy and procedure • Ability to use initiative and anticipate requirements • Exceptional interpersonal and organisational skills • A team player, willing to support colleagues in a small staff team • Excellent written and verbal communication skills and ability to communicate with confidence, tact and clarity with a range of individuals and groups in a variety of settings, including phone, video call, face to face, and email • Willingness to undergo relevant training, e.g. facilities management, health & safety, fire marshal, first aid, etc. • To have excellent IT skills and willingness to undergo relevant training, e.g. Nexodus, etc.
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Key Leadership Behaviours

Heading	What do we mean	Leaders of Self
Team Work	Promote an environment with a strong mission focus, a sense of unity, common purpose and mutual support.	<ul style="list-style-type: none"> • Seek help from others when needed • Offer help and support when capacity / demand allows • Adopt a 'can do' attitude with regards to organisational need: what needs to be done and can I help?
Stronger Together	Create and sustain an open, collaborative environment, harnessing the collective strength of the foundation to achieve as much as we can: raise the bar and reach new heights.	<ul style="list-style-type: none"> • Adapt my behaviour to be more effective with different people? • Think: how can I help to improve what I do and how I do it? • Contribute ideas, thoughts and suggestions on positive improvements • Be sensitive to the needs of others
Be Professional	The Rank Foundation should strive to act as thoroughly professional in all aspects of what we do: internally and externally.	<ul style="list-style-type: none"> • Be mindful of the welfare issues and needs of others • Take responsibility for your work, ensuring attention to detail • Be consistent, be punctual, be timely

Leadership & Enterprise	Be mindful of Rank's current strategy in all that we do.	<ul style="list-style-type: none"> • Can I take a more leading role in developing my work in support of the foundation? • How can we improve what we do and how we support our organisations?
Distinctive & Transparent	Recognise and value Rank's distinctive approach, to share our experiences, successes and failures in an open and productive way	<ul style="list-style-type: none"> • Be open and honest with colleagues and those we support • Communicate clearly: with care and consistency.
Proud of our past, focused on the future	Value the strong family ethos that has shaped our past but remain firmly focused on current and future challenges, adapting to meet the changing needs of society, proud of what we do and how we do it.	<ul style="list-style-type: none"> • Be flexible. Recognise and value the fact that 'needs' change and embrace the opportunities this presents • Be dynamic. Challenge convention: try to think differently about what you do and how you do it. • Be professional: maintain the highest of standards

Demonstrate our social ethos & seek to add value through knowledge & networks	Learn and Share. Communicate better, within the organisation and beyond. Seek to harness the power of a growing network: to enrich, enable and inspire. Demonstrate our passion and authenticity with regard to key and relevant social issues.	<ul style="list-style-type: none"> • What aspects of my work could help or assist with RankNet? • How can I contribute by adding value to our work? • Can I do more to better understand our work and our role in supporting organisations to fulfil their mission.
Seeks to increase impact through our engaged approach	Value partnerships and collaboration. Practice what we preach, both internally and externally. Help to develop our 'engaged approach'. Ask the question: does this add value to our work? If so, how? If not, why not?	<ul style="list-style-type: none"> • Do I understand my role in the wider organisational plan? If not, seek clarity or further guidance. • Keep my colleagues informed as to progress on key issues, projects or concerns as they arise.
Be yourself – maximise your contribution	Understand and value your role in the organisation: how can you contribute to mission success with your individual passion, knowledge and commitment? How can we help you to do this better?	<ul style="list-style-type: none"> • What do I need to do to improve my performance? • What do I need to be more effective in my current post? • What can I do more to help Rank achieve its mission?

How to apply and recruitment timetable

If you would like to apply, **please state the role you are applying for** and send your **CV together with a supporting statement no longer than 2 sides of A4** that clearly demonstrates how you meet the knowledge, skills, and experience requirements of the role to recruitment@rankfoundation.com

The important dates for you to note in the recruitment timetable are highlighted below for your diary.

Closing date for applications: 5pm on Monday 27th November 2023

Interviews: In-person London, 5th December 2023

If you would like to have a chat about the role or require any support through the recruitment process, please contact: recruitment@rankfoundation.com

May we take this opportunity to thank you for your interest in the Rank Foundation and for your time in considering applying to work with us.