**Job Description**

**Main Purpose of Job:**

East Suffolk Services Ltd are a Local Authority Trading Company, solely owned by East Suffolk Council, forming the operations arm of the Council and also tasked to provide a commercial income for East Suffolk Council to enable re-investment to create efficiencies and improve the environment and services provided to residents of East Suffolk.

The overall purpose of this role is to gain and develop new skills to have the ability to deal with and process all aspects of facilities management, including supporting planned and reactive repairs.

You will be part of a highly skilled and committed team of professionals delivering facilities management services, offering a first class customer experience, maximising value for money and having an input into creating business efficiencies.

You will be an integral part of the FM Team assisting the FM Co-ordinators to maintain excellent customer satisfaction ratings, facilitiating day-to-day operations and maintenance, administrating multiple compliance and health and safety projects.

You will assist with the delivery and administer a wide range of facilities management services including but not limited to Buildings compliance, health and safety compliance, planned maintenance repairs, emergency repairs, also liaising with ESSL Multiskilled and Semiskilled Operatives, Contractors and Clients regarding maintenance works.

Training and Development:

Undertake and complete the apprenticeship training, including a Level 3 NVQ in business administration. A range of internal training courses will also be offered.

**Initial Key Responsibilities:**

1. Support the FM Co-ordinators from receipt of Client instructions or Duty of Care requests to completion of works, including all related administration and statutory compliance reporting.
2. To work under the guidance of the FM Co-ordinators to resolve queries and advise Clients and potential Clients on the wide range of services ESSL FM can provide via multiple channels including: face-to-face, telephone, and email.
3. Support the Co-ordinators in maintaining records for work orders, statutory compliance, condition surveys, risk assessments, method statements, training records, time sheets and project sheets.
4. To deliver the above from various locations and occasionally outside of normal operating hours due to health and safety priorities and the emergency response ESSL FM department are committed to provide.
5. To build relationships with colleagues and customers inspiring their trust in both you and the ESSL FM Department.
6. Maintain up to date knowledge and understanding of East Suffolk Services Limited, services and systems used within the delivery of the entire ESSL Operations.
7. To proactively seek out and resolve potential issues before they arise, escalating more complex issues as appropriate.
8. To recommend service improvement opportunities both within Facilities Mangement and the wider Company.
9. Maintain and update customer records ensuring accurate and relevant information is captured and in compliance with GDPR regulations.
10. Apply appropriate and effective communication techniques when dealing with Clients, Colleagues, members of the public and Contractors, including diffusing conflict and managing sensitive situations.
11. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
12. To promote and adhere to the Company’s values and behaviours

**Line Manager: FM Coordinator**

Note: This is a description of the job as it is constituted at (**July 2025**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Computer literate with at least 2 years keyboard/typing experience. * Experience working with Microsoft Word and Excel. | * Experience of working in a customer focussed environment. * Experience in using buildings maintenance software, and Business Central software. |
| **Skills and Abilities:** | * Display a confident, professional and friendly approach. * Self motivated, adaptable, diplomatic and enthusiastic. * Ability to work as part of a team and deal with confidential matters sensitively. * Excellent interpersonal and communication skills. * Proactive approach to problem solving/overcoming obstacles. * Attention to detail. * Good computer literacy and a positive attitude towards personal development/further development. * Punctual and good time management. * Critical thinking, analyse and interpret multiple communication channels. |  |
| **Education and Training** | * 4 GCSEs at grade C and above Grade 4 - 9 including English and Maths. |  |
| **Other Requirements:** | * A commitment to own development and to supporting training and development initiatives. * Promote positive communication across the organisation, encourage constructive relationships and develop staff feedback methods. * To comply with the Health and Safety at Work Etc Act 1974. * To promote and adhere to the workplace values of our organisations. | * Full driving licence. |