

JOB DESCRIPTION

JOB TITLE:	Workplace Operations Officer
MANAGED BY:	Workplace Operations Manager
GRADE:	8

BACKGROUND

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Workplace Operations Officer to join the Workplace Operations team.

This is an exciting time to join the West of England Mayoral Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Mayoral Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting to the Workplace Operations Manager, the Workplace Operations Officer will be responsible for the delivery of a fit-for-purpose Facilities Management service across the Combined Authority's two sites in central Bristol and Fishponds.

KEY RESPONSIBILITIES

- Provide a safe and secure working environment for visitors and staff, working with the Head of Health & Safety and external Facilities Management providers to ensure full compliance with Health and Safety Standards and legislation. This includes appropriate arrangements for fire marshals and first aiders.
- Ensure that the fabric of all Combined Authority buildings, internal facilities, and utilities are kept in good order, ensuring that equipment and facilities are

always available and ready for use

- Ensure that a programme of Planned Preventative Maintenance (PPM) is in place with the Facilities Management provider, including regular spot checks and monitoring of facilities service standards eg kitchens, showers, workplace, leaks, breaks etc.
- Work with the Workplace Operations Manager and Facilities Management provider to design, develop and implement an appropriate facilities management system for reporting, tracking, and monitoring FM incidents and service requests
- Manage, monitor, and continuously improve the processes and procedures for reporting, logging and resolving facilities incidents and service requests
- Manage, monitor and communicate service standards and KPIs through regular service operations meetings and other mechanisms
- Set up and support events as needed
- Track and record expenditure and other associated financial administration tasks related to maintenance and facilities management
- Support the development and awareness of relevant training, working with health and safety and learning and development colleagues as needed
- Liaise with all appropriate internal and external stakeholders to support delivery of an effective working environment for all staff and visitors.
- Regularly communicate facilities related news and issues with staff through internal channels, working with the Internal Communications team
- Develop and build trusted relationships with contract service providers and external Facilities Manager
- Develop and manage trusted relationships with licensees and partner organisations, including review and administration of license agreements
- Provide Reception cover when necessary
- Deputise for the Workplace Operations Manager when necessary
- Any other duties commensurate with the role

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Excellent IT skill including Outlook, Word and Excel
- Knowledge and understanding of relevant legislation and best practice with respect to buildings and facilities management

Experience

- Experience of buildings and facilities management for a complex, multi-faceted organisation.
- Experience providing excellent customer support in a relevant role, ensuring incidents and service requests are tracked monitored and resolved in line with

agreed service standards

- Experience working with internal and external stakeholders at all levels
- Experience managing suppliers and contracts to ensure effective service delivery
- Experience setting up and supporting events, including audio/visual equipment

Skills and Competencies

- Excellent written and oral communications skills with ability to create reports and presentations to a high standard
- Capable of planning and prioritising workload to meet deadlines
- Able to work as part of a team and build trusted relationships with colleagues in partner organisations
- Focus on excellent customer service
- Appreciation of the importance of discretion and confidentiality
- Excellent problem-solving skills
- Ability to constructively challenge

DESIRABLE

Qualifications and Knowledge

- Experience of working in a complex political environment or similar

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.
- Carbon Literacy training is available for all staff at the Combined Authority. We are working towards the authority's aim of becoming a Gold Level Carbon Literate Organisation by 2025, which means having more than 50% of staff trained and certified as Carbon Literate.

We are based in a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE



We're proud to have been accredited as a Living Wage Employer. Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.84 - higher than the government minimum for over 21s, currently £11.44 per hour. Find out more [here](#).

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter. Find out more about the charter [here](#).

