

Job Description & Person Specification

Job Title:	Operations Coordinator
Service / Provision:	Central Services
Job Family:	Operations – Facilities Management
Line Manager:	Finance & Operations Lead
Salary Band:	Brunel Grade C 1 – 5
Annex	Please ensure you refer to Annex 1 with this Job Description

To coordinate services and administration functions across the Operations Team within Brunel, supporting in the delivery of compliance and statutory requirements across the Trust; and supporting through coordination within the various functions within the team (ICT, Health and Safety and Facilities).

Key Responsibilities

- Support the Operations Team with arranging appointments and meetings when required
- Input into the strategy development and delivery of key objectives
- Input into the development of the helpdesk software to support the ongoing development of the Facilities Management operation and its portfolio
- Ensure the Helpdesk operation is covered within the core operating hours providing constant support to the provisions, through the central management of Operations Tickets.
- Monitor the helpdesk allocating tasks to the relevant service, and report on progress from data gathered within the ticket system to the Operations Management Team.
- Attend meetings taking minutes and draft action/project plans. Monitor those plans, seeking updates on actions from colleagues and providing reports.
- Record the spend within Operations, completing orders as appropriate, completion logs and other associated procedures; liaising with Central Finance and the Finance & Operations Lead to monitor spend against the relevant budgets.
- Provide a courteous, professional and knowledgeable point of contact for the Operations Team, promoting a positive image of the Trust at all times
- Ensure that all work is carried out within time, cost, quality and contractual requirements, maintaining confidentiality at all times
- Undertake any other reasonable and appropriate duties as may be requested to support the Operations Team and Finance & Operations Lead.
- Work with the Technology & Digital Services Manager to maintain the central database library for each site ensuring all details are available and up to date, and file management systems are run efficiently.
- Manage and update all Operations schedules, trackers and contracts register with the Finance & Operations Lead.
- Be on hand and able to support Finance & Operations Lead across the portfolio in day to day activity when required.

Helpdesk

- Coordinate issues and activities to allocate on time
- Produce reports demonstrating success and failure of agreed SLA
- Manage allocation of works through the helpdesk to appropriate supplier providing SLA and managing supplier against SLA, including keeping FM Team up to date on progress
- Produce and adhere to standard operating procedures for customer and in-house use

Fleet Management

- To maintain the vehicle maintenance schedule:

- Manage and report on cost of fleet
- Booking services and MOTs for all vehicles
- Booking a garage when faults occur
- Ordering disabled badges where appropriate
- Liaising with breakdown and insurance companies where the need arises to organise vehicle cover and oversee the administration of insurance claims
- Overseeing the administration of fuel cards and related processes
- Support the development of the Fleet and Transport Strategy.

Health, Safety and Environment

- Work with the Operations team to identify H&S related targets
- Work with colleagues within the team to ensure H&S processes and procedures for all provisions are carried out in a timely manner.
- Proactively ensure all H&S and compliance documentation is recorded and managed to keep in date.
- Coordinate Health and Safety Training Schedule for all Operations staff working with the Operations management team to ensure appropriate training is scheduled for each team.

Tasks/duties	Essential skills	Desirable skills
Qualifications & Training	<ul style="list-style-type: none"> • Strong numeracy/literacy skills • Strong ICT skills and proficient in the use of Microsoft/Word/Excel 	<ul style="list-style-type: none"> • English & Maths equivalent to Functional Skills L2, or GCSE 4+
Knowledge & Experience	<ul style="list-style-type: none"> • Significant administration experience • Analytical skills and an understanding of the impact of change on service provision • Experience of partnership and joint working • provide a courteous, professional and knowledgeable point of contact for the Operations Team, promoting a positive image of the team to customers. 	<ul style="list-style-type: none"> • Experience of working in a school/education environment • Experience of working in an Estates/Facilities Management environment • Experience of the purchase process including raising purchase orders and contract administration • Experience of working with external suppliers • Experience of managing projects and the ability to plan ahead and work within agreed timeframes • Experience of line management • IOSH
Skills & Abilities	<ul style="list-style-type: none"> • Energy, enthusiasm and flexibility • Self- motivated and committed to self-development and willing to learn • Ability to manage multiple work streams with competing deadlines • Team player provide proactive feedback to support the efficient delivery of services from the Operations team • Manage heavily competing priorities in a high-pressure environment • Work collaboratively as part of the wider team ensuring the business strategy and objectives are followed and implemented to the best of your ability. 	

