

PLAN INTERNATIONAL UK JOB PROFILE

Job Title	Property & Facilities Assistant
Department	Finance & IT
Unit	Property & Facilities Management
Grade	6
Salary	£23,200 per annum
Contract type	6 month fixed term contract from early January 2018 to July 2018 Full-time (34.5 hours per week)
Reporting to	Property & Facilities Manager

Overview of Department

The Property & Facilities team deliver an efficient, effective and safe working environment for employees, volunteers, tenants and visitors to Plan International UK's Head Office (Finsgate), along with a professional service that is that is representative of our values and purpose.

Job Purpose

- Take responsibility for the receipt and timely processing and distribution of incoming and outgoing mail, including communications to our supporters (e.g. appeals) and from our supporters to their sponsored children
- Provide general facilities support to the organisation.

Key Deliverables	Key Activities
Mail Room Support	<ul style="list-style-type: none"> • Manage the opening and sorting of all incoming mail and deliver to the relevant areas and departments. • Manage all outgoing mail, both through Royal Mail and couriers to Plan International offices worldwide. • Carry out letter insertion using a letter insertion machine. • Manage stationery resources, liaising with suppliers to ensure stocks of corporate stationery are always sufficient. • Book couriers for UK and overseas shipments.
Facilities Support	<ul style="list-style-type: none"> • Book taxis on behalf of colleagues. • Provide cover for reception and switchboard as required through the day. • Manage the organisation refreshments stock, reordering when necessary. • Respond to Facilities Management helpdesk calls & emails • Assist with meeting room set up. • Carry out daily building walk checks and report findings to Property & Facilities Officer. • Complete various administration tasks on behalf of the team.
Other Duties	<ul style="list-style-type: none"> • Assist in other areas of Property & Facilities Management duties when required

General	<ul style="list-style-type: none"> • Ensure that all activities undertaken on behalf of Plan International UK, externally or internally, are in line with the overall aims of the organisation and with policies and procedures. • Participate in training and other activities as requested
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Awareness and Representation	<ul style="list-style-type: none"> • Commitment to Plan's position on promoting girls' rights and gender equality, and integrating this into all aspects of work. • Commitment to child safeguarding and to being confident and competent in meeting safeguarding responsibilities
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Level of Child Protection Responsibility	Medium - is responsible for operating Plan's Child Protection procedures or policies.
Level of Budgetary Responsibility	None - Post has no budgetary responsibility

This is not intended to be an exhaustive list. Your job description may be subject to change.

Date Created	November 2017
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PLAN INTERNATIONAL UK PERSON SPECIFICATION

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with all stakeholders	<ul style="list-style-type: none"> • Use strong interpersonal and communication skills, both written and verbal, to build relationships both internally and externally. • Provide a high level of customer service to all internal and external stakeholders.
Working effectively and efficiently	<ul style="list-style-type: none"> • Work enthusiastically as part of a team • Manage resources in a cost effective manner using financial planning and budgeting skills • Pay close attention to detail to ensure work is accurate and of a high standard • Work accurately and efficiently to deadlines and targets • Use strong organisational skills to manage a wide, varied and changeable workload
Demonstrating Plan values	<ul style="list-style-type: none"> • Respond positively to feedback from others. • Identify mistakes and take constructive action to ensure lessons are learnt. • Assist in meeting all demands of the business plan

RELEVANT EXPERIENCE

The successful candidate will have experience of

Following processes to complete a task

Experience of working in a commercial mailroom or the mailroom of a charity is preferable

Administration experience is desirable

Experience of working in a facilities role is desirable

SPECIFIC SKILLS AND KNOWLEDGE	
The successful candidate will have the ability to...	The successful candidate will have knowledge of....
Demonstrate an awareness of child safeguarding issues	Microsoft Word, Excel and Outlook
Work in a small, busy team	Knowledge of, or interest in facilities management
Provide great customer service	