



# Facilities & Office Coordinator

Bristol, UK

# About Development Initiatives

Development Initiatives (DI) is an independent international development organisation working on the use of data to drive poverty eradication and sustainable development.

Since DI was established in 1993 our expertise and passion has been rooted in the role data can play. We are focused on getting better data on poverty and vulnerability, so we know where need is greatest and whether efforts are working. We are dedicated to improving information about resources so that they can be targeted effectively – and we want to help others use data to improve decision-making and drive better results.

We work to ensure that decisions about the allocation of finance and resources result in an end to poverty, increase the resilience of the world's most vulnerable people, and ensure no one is left behind. We want these decisions to be underpinned by good quality, transparent data and evidence on poverty and resources, and lead to increased accountability and sustainable long-term outcomes.

We believe there are enough resources in the world to consign extreme poverty to history, but poor or inaccurate information means these resources are not reaching those who most need them. While data alone will not end poverty, it is a vital catalyst for increasing knowledge, providing clarity and improving decision-making at local, national, regional and global levels.

Our work focuses on three key areas:

1. Measuring the progress of people out of poverty

Our work on poverty is about driving commitments and investment towards improving poverty data, and drawing on existing data to start building a clearer and more accurate picture of poverty

2. Investments to end poverty and build resilience

Our work on resources is about informing national, regional and international actors on how to mobilise, track and improve the targeting and effectiveness of the many different resources that can address poverty, vulnerability and crisis

3. Data use of sustainable development

Our work on data use is about breaking down barriers to data use, improving data availability and usability, and helping people use data effectively in order to drive efforts to end poverty and build resilience

*“An indispensable tool that shines a light on progress” DFID Senior Humanitarian Policy Advisor (about our [Global Humanitarian Assistance Report 2017](#))*

# Facilities & Office Coordinator, Bristol, UK

## Role content and purpose

Reporting to the HR Manager (Supervisor) and Director of Business and Finance, the postholder will provide high-level administrative support for a range of activities that facilitate the smooth and efficient running of the office, as well as being responsible for managing the company's building infrastructure, services and facilities.

The postholder will need to be a confident and strong team player, with the ability to prioritise and work under their own initiative. They will have good attention to detail, will have a strong working knowledge of MS Office applications as well as first class organisational and communication skills.

Whilst this is a highly reactive role, there are small projects and activities of work that can improve the internal systems and procedures that the company uses and these take place throughout the year. Each project and/or activity will need to be fully researched, have recommendations made and then implemented by the postholder.

## Role profile

### Duties and responsibilities

#### Office

- Provide front-desk telephone and reception support for the office, including monitoring building access point
- Maintain a professional service to all incoming guests and colleagues on site greeting in a professional, friendly and courteous manner at all times
- Record visitor details following the correct process
- Be jointly responsible for email management of info@devinit.org, responding to queries as appropriate and forwarding on to the most appropriate person
- Arrange taxis and couriers as and when required by the business
- Encourage all personnel to use company travel booking procedures, though there may be occasions when travel may need to be booked by the postholder directly
- Order stationery and materials for copiers, printers and other internal equipment
- Deal with in-coming/out-going post and parcels and, when required, arrange postal/courier collection. (Additional/secondary support will be provided during busy periods and for heavy loads.)

- Provide office/facilities induction for new joiners and manage process for leavers on office systems such as travel management, handing back equipment and so forth
- Contribute to the overall work and goals of DI by sharing in a wide range of tasks as part of the wider team
- Work in an administrative assistant capacity in addition to maintenance coordination

#### Facilities (Health, Safety and Premises Management)

- Update and regularly review the Health and Welfare Manual UK (safety policy) ensuring compliance with all relevant legal and statutory health and safety matters
- Health and Safety awareness: Advise on and coordinate health and safety procedures (including first aid and fire safety). This may include, but not be limited to, the following: undertake risk assessments when appropriate and arrange for health and safety equipment to be tested in line with minimum legal requirements; appoint qualified contractor(s) to ensure appropriate system/s adopted; regularly maintain in-house records and procedure documents
- Keep the Accident Reporting Log up to date
- Manage relationships with contractors and suppliers for utilities and services, such as cleaners, caterers and so forth
- Security and Access: Liaise with the property estate manager as appropriate and manage security matters, acting as a key holder
- Manage office moves and desk relocations to maximise use of space
- Order office furniture as and when required for office or home office use (keeping HR informed when a member of staff requires office furniture for home use e.g. chair)
- Ensure the delivery of all site related functions to a high quality standard

#### **General responsibilities**

- Be aware of and take personal responsibility for any health and safety issues and obligations
- Uphold all aspects of company policies and procedures and legal requirements in relation to personal conduct
- Prepare for and engage in 1:1 meetings and performance management appraisals
- Maintain professional development and personal development plans
- Be willing and committed to taking on new work as and when required, and be proactive

## Person specification

Area		Essential/ desirable
Experience	<ul style="list-style-type: none"> <li>At least two years' practical experience in a senior administrative role</li> </ul>	E
Skills and abilities	<ul style="list-style-type: none"> <li>Confident and clear communication skills</li> <li>Good written and spoken English</li> <li>Strong admin and IT skills (MS Office; Excel, Outlook etc) skills</li> <li>Ability to use various office equipment</li> <li>A self-starter who can work independently with minimal support but can also work in a team environment</li> <li>Ability to work under pressure yet deliver on time with attention to detail and accuracy</li> <li>Ability to network effectively</li> <li>Good time management and organisational skills, including multi-tasking</li> </ul>	E E E E E E E
Education	<ul style="list-style-type: none"> <li>IOSH (the chartered body for health and safety professionals) – Managing Safely certificate</li> <li>Fire Marshal (Warden) certificate</li> <li>Emergency First Aid at Work certificate</li> </ul>	E E E
Knowledge	<ul style="list-style-type: none"> <li>Affiliation to British Institute of Facilities Management or similar</li> </ul>	E
Personal attributes	<ul style="list-style-type: none"> <li>Can recognise, create and seize opportunities to put ideas into practice</li> <li>Approaches projects methodically</li> <li>Confident in questioning the validity of information and in offering ideas and solutions</li> </ul>	E E E

## Contractual details

Start date:	May/June 2018
Location:	DI's Bristol office at North Quay House, Quay Side, Temple Back, Bristol, BS1 6FL
Length:	Permanent
Salary:	£20,000 per annum, will be pro-rated for working hours
Hours:	15 hours a week, Monday–Wednesday
Probation:	3 months
Leave:	25 days pro rata, plus all bank/public holidays

## Application details

Your CV (no more than three pages) and a covering letter, which details your skills and evidence of experience and how it relates to the job description, should be emailed to Connie Fitzgerald at [HR@devinit.org](mailto:HR@devinit.org), quoting ref: **Facilities & Office Coordinator** in the email subject line. Your letter should also include your salary expectations, notice period/available start date and where you saw the job advert.

Closing date: 6 May 2018, 5pm BST  
1st Interviews: w/c 14 May 2018  
2nd Interviews: To be advised

## Other

We welcome applications from all sections of the community.

We have a duty to prevent illegal working by checking potential employees' documents, before employing them, to ensure they have the right to work in the country in which this post is based.

We are unable to offer sponsorship for a work permit/visa application. Evidence of right to work will be requested.

Development Initiatives is an equal opportunities employer and in line with our policies, we aim to ensure that no job applicant receives less favourable treatment on the grounds of race, colour, nationality, religion, ethnic or national origin, age, gender, marital status, sexual orientation or disability.

We find it helpful for all applicants to complete our Diversity Monitoring Form found on our website at: <http://devinit.org/working-with-us/vacancies/>

## Working together

“People are our greatest asset” – it’s a well-used saying, but at Development Initiatives, it really is true.

We acknowledge that we work in an environment where the pace is often fast, and we need our people to be able to respond swiftly and creatively to new situations and demands, so it makes sense that the better our employees are, the more effective we will be and for this reason, we work hard to create an environment that meets everyone’s needs.

In line with our values (empowering, transparent, impartial, innovative, agile, quality), we aim for a culture of honesty and openness and want to attract and retain talented people who share our vision. We also like to offer individuals the space to use their talents in an innovative working environment with colleagues who are passionate about our vision.

So, what else do we offer?

- Work in an informal work environment (e.g. casual dress code)
- Work from an office in the UK that is accessible for wheelchair users
- A competitive salary and benefits package
- Flexible working arrangements (e.g. homeworking, flexitime)
- Up to 5 days’ paid leave to dedicate time to a volunteering activity of your choice that works to address poverty or help vulnerable people
- Paid study leave with financial support where appropriate
- Paid professional fees
- Pension scheme with 5% employer contribution
- Simply Health Cash scheme with employee assistance programme
- Enhanced policies (such as maternity, paternity and adoption leave and sick pay)
- 25 days holiday plus all bank and public holidays and discretionary paid time off at Christmas
- Membership of a cycle to work scheme
- Childcare vouchers
- Buy/sell holiday scheme

The Bristol office is only 5 minutes from Temple Meads train station and 10 minutes from Bristol city centre and we offer free parking (on a shared rota) for those members of staff who cannot cycle, walk or use public transport.