

Facilities Administrator

Where Manchester meets the world...

Manchester Central is an award-winning, globally renowned venue in the heart of one of the world's most vibrant cities. This iconic convention centre offers world class flexibility and state-of-the-art facilities that provide a dynamic venue for some of the world's leading conferences, exhibitions and events.

It is fundamental to our continued business growth that we have a compelling people strategy to help us realise our challenging company goals. This role will play an important part in sustaining our continued business growth.

Facilities Administrator

Competitive salary up to £20,280pa / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Manchester Central is pleased to announce the vacancy of a Facilities Administrator. Reporting directly to the Engineering Service Delivery Manager, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Providing a full range of administrative support to the facilities management (FM) and events departments on day-to-day activities and departmental projects
- Coordinating and monitoring both the reactive and planned maintenance activities within the FM helpdesk, reporting issues to the FM Managers
- Producing FM rotas for the engineering team and controlling the annual leave/ lieu for the wider FM team
- Creating purchase orders and processing invoices for FM sub-contractor work

The ideal candidate will have:

- Excellent administration, organisation and planning skills
- Strong verbal and written communication skills
- Excellent attention to detail
- The ability to manage time effectively to meet multiple deadlines

You must:

- Be self-motivated but have the ability to work as part of a team

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Facilities Administrator

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 4 September 2021 (5PM) We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

JOB DESCRIPTION

Facilities Administrator

| | |
|-----------------------------------|---|
| SALARY | £20,280 gross per annum |
| HOURS | 40 hours per week |
| WORKING PATTERN | Monday to Friday – with occasional weekends and evenings |
| LOCATION AND BUSINESS AREA | Manchester Central - Hospitality |
| AIM OF THE ROLE: | To provide effective administrative support to all managers and employees within the Facilities Management (FM) department and the events team. |
| DIRECTLY RESPONSIBLE TO: | Engineering Service Delivery Manager |
| DIRECTLY RESPONSIBLE FOR: | |

MAIN AREAS OF RESPONSIBILITY

You'll be responsible for:

- Responding appropriately to customer, client queries and with other team members to deliver excellent customer service
- Providing a high quality, customer-focused service, through teamwork, communication and innovation
- Providing day to day administrative support for the FM and Event operational teams (typing, scanning, updating various systems and documents etc.)
- Supporting managers and employees across all FM disciplines
- Co-ordinating FM resources inclusive of personnel deployments, plant and materials
- Monitoring FM financial performance in line with commercial constraints reporting arising issues to the FM Manager & FM Director
- Coordinating and monitoring both the reactive and planned maintenance activities within the FM helpdesk, reporting issues to the respective stakeholders
- Producing FM rotas for the engineering team and controlling the annual leave/ lieu for the wider FM team
- Preparing documents, and keeping accurate files in accordance with Business Processes
- Co-ordinating information for FM and Event teams into the Event Management system (EBMS)
- Inputting data to the company's finance system, ensuring governance is maintained
- Creating purchase orders and processing invoices for FM sub-contractor work
- Monitoring approved supplier management and procurement processes
- Coordinating uniform stock for FM department
- Supporting the Events team 1 day per week with similar tasks including minute taking
- Being flexible to cover other areas of the venue operation, and to perform any other reasonable tasks, as necessary/ requested

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

Expert & specialist. We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

Flexible. We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customer's needs.

Positive and energetic. There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

Ready to grow. Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.

If people move on from working with us, they'll always have improved their skills and experience along the way.

Committed. Our people show huge levels of commitment for our customers and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

| Education and Qualifications | Essential | Desirable |
|--|-----------|-----------|
| Willingness to take on training & continuous development | ✓ | |
| Knowledge | | |
| Intermediate knowledge of Microsoft office packages | ✓ | |
| Knowledge of working on a CAFM (Helpdesk) Platform | ✓ | |
| Experience | | |
| Experience in a similar environment | | ✓ |
| Co-ordinating and monitoring activities through a helpdesk | | ✓ |
| Skills | | |
| Excellent administration skills | ✓ | |
| Excellent organizational and planning skills | ✓ | |
| Strong verbal and written communication skills | ✓ | |
| Excellent interpersonal skills | ✓ | |
| Excellent attention to detail and accuracy | ✓ | |
| Ability to manage time effectively to meet multiple deadlines | ✓ | |
| Minute taking skills | ✓ | |
| Ability to prioritise | ✓ | |
| Personal Attributes | | |
| Enjoys working in a fast-paced environment | ✓ | |
| Works well under pressure | ✓ | |
| Self-motivated but with the ability to work as part of a team. | ✓ | |
| Willingness to work flexibly as needed by the business. | ✓ | |