

JOB DESCRIPTION	
SPECIFIC JOB TITLE	Facilities and Compliance Supervisor
GENERIC ROLE TITLE	OPERATIONS ASSISTANT II
LEVEL/GRADE	Stage 3
JOB FAMILY	Operational Pathway
CONTRACT TYPE	Permanent
HOURS	37 hours per week; worked 5 over 7 on a rota.
REPORTS TO	Operations Manager
DEPARTMENT	Rothamsted Enterprises
LOCATION	Rothamsted Campus
DATE	23/03/2022
OVERVIEW OF ROLE/JOB PURPOSE	
<p>The role holder will be responsible for supporting the businesses buildings and facilities, maintenance, legal compliance and Health and safety standards across the portfolio.</p> <p>They will schedule maintenance according to the phased budget, handling the logistical onboarding and move out of tenant businesses, and will be support in new systems and equipment procurement and implementation.</p> <p>The role holder will be familiar with business and financial principles and will undertake the management of the assigned maintenance and purchasing budgets. They will work with the senior team to accurately forecast operating verses the business on the books. They will examine the financial data and use this to ensure targets are met and assigned business areas are profitable.</p> <p>The role holder will coordinate both a planned approach to building and systems maintenance, in conjunction with the on-site facilities team and work to achieve a swift response to reactive maintenance and repairing requirements. They may be tasked with supporting in the execution of campus development projects.</p> <p>The role will include the support of refurbishment and campus development projects in collaboration with other stakeholders, new systems implementation, and equipment procurement/ implementation. The role holder will ensure the process for tenant alteration requests are managed suitably, and in line with due legal process.</p> <p>The role holder will ensure that REL provide an exemplary service in our role as managing agent for LAT properties and will be responsible for actively assisting and liaising with tenants and providing an excellent customer experience from start to finish; consistently exceeding expectations. This person must be able to communicate with a range of people in a professional manner, and problem solve to ensure scientific provision for a wide range of specialist disciplines.</p> <p>The role holder must be well organised as there are often many activities taking place simultaneously across the campus, and they may be asked to work on several projects simultaneously. They must be able to prioritise tasks in a calm and efficient manner.</p> <p>The post holder will be responsible for implementing and constantly reviewing compliance and systems related operating procedures to ensure Rothamsted Enterprises is operating as efficiently and</p>	

economically as possible; whilst operating at the cutting edge of the industry and maintaining a consistently high-level offer.

The role holder is responsible for overseeing the execution of a robust approach to health and safety, risk assessment and audit.

This role will support the needs of the business and will include occasional weekend and evening work. Hours will be allocated by rota in accordance with the business needs.

The role holder is expected to carry out the duties listed below, and any other duties reasonably required by the line manager or of Rothamsted Enterprises, commensurate with the grade and level of responsibility for this post.

MAIN DUTIES OF ROLE

Generic Outputs	Weighting	Description of Outputs	Description of Job Specific Duties
OPERATIONAL SERVICE DELIVERY	60%	Carrying out a range of tasks within clear guidelines (and in a safe manner), solving basic problems, completing simple forms and paperwork and routine record-keeping	<ul style="list-style-type: none"> • Health and Safety overview and audit, risk profiles etc. • Ensure that the organization remains legally compliant in the area of health and safety • Overseeing the facilities management across the portfolio, and working to make improvement to services delivery with the support of the senior team and on-site facilities department • Tenant company onboarding and inventory • Tenant company move-out • Co-ordinate with external providers and other on-site departments (i.e. facilities, IT, H&S etc.) to ensure that general services are maintained, and that tenant requirements are suitably discussed and met where feasibly possible • Problem solving customer and tenant requirements and solving other logistical challenges in line with REL company objectives and values. • Approve the purchase of building specific materials and equipment, planed inventory, and oversee procurement efficiency • Managing building maintenance and ensuring new and existing provision is fit for purpose. • The provision of day-to-day tenant buildings and services • Support in improving management systems, processes and best practices
FINANCE AND RESOURCE MANAGEMENT	20%	Correct usage of stock and equipment and	<ul style="list-style-type: none"> • To provide ad-hock support/ cover for a range of finance activities

		responsibility for its maintenance	<ul style="list-style-type: none"> To manage assigned maintenance budgets in line with agreed targets. Examine the financial data and use this to ensure building and tenant operations are profitable
WORKING WITH OTHERS	15%	Responding effectively to customer enquiries/helpdesk calls, and proactively working with colleagues to achieve outcomes	<ul style="list-style-type: none"> Works cohesively within a team to ensure that all actions are delivered on time and company goals are met. Works well alone and takes a lead when hurdles arise or when tasks require completion. Works to a deadline. Collaborates with other stakeholders. Collates and actions feedback accordingly. Clearly communicates requirements, limitations and timeframes to peers and to the senior team.
CONTINUING PROFESSIONAL DEVELOPMENT	5%	Identification of individual development needs and acquisition of professional and practical skills	<ul style="list-style-type: none"> Seeks feedback from others in assessing one's own learning and development needs, especially in learning from mistakes or when expectations have been exceeded Seeks opportunities for self-development in normal day-to-day work as well as through agreed development objectives Provides opportunities for personal growth by continuing to find innovative ways to expand the business Understands the Company vales and actively upholds them Updates job knowledge by participating in educational opportunities; maintaining personal networks, and liaising with stakeholders Attend job-specific courses as required and to keep up to date with the latest relevant legislation

PERSON SPECIFICATION AND SHORTLISTING CRITERIA*				
SPECIFIC JOB TITLE		Facilities and Compliance Supervisor		
GENERIC ROLE TITLE		OPERATIONS ASSISTANT II		
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JOB FAMILY		Stage 3		
CONTRACT TYPE		Permanent		
HOURS		37 per week worked 5 over 7		
REPORTS TO		Operations Manger		
DEPARTMENT		Rothamsted Enterprises		
LOCATION		Harpenden		
EDUCATION/QUALIFICATIONS		Essential	Desirable	How Tested? **
1.	Five GCSEs (including maths and English) or NVQ1/2 or City & Guilds or equivalent, with some relevant work experience	*		AF/Cert
2.	IOSH qualification	*		AF/Cert
3.	NEBOSH qualification		*	AF/Cert
EXPERIENCE/KNOWLEDGE/SKILLS		Essential	Desirable	How Tested? **
1.	Awareness of the range of activities of the work section and knowledge of the equipment relevant to the role	*		AF/IV
2.	Familiarity with standard office software packages/IT systems relevant to role	*		AF/IV
3.	Familiarity with the finance sector		*	AF/IV
4.	Previous events experience working in a high-quality hotel/restaurant or other reception-based work		*	AF/IV
5.	Flexible approach to work and ability to prioritise.	*		AF/IV
6.	Calm under pressure.	*		AF/IV
7.	Good team work skills.	*		AF/IV
BEHAVIOURS/COMPETENCIES				How Tested? **
1.	Drive for Quality: Is motivated and committed to doing their job to the best of their ability			IV
2.	Strategic Thinking: Aligns actions with wider goals and models			IV
3.	Creativity and Innovation: Accepts and adapts to change; makes connections and encourages a creative environment			IV
4.	Developing Self and Others: Identifies learning and development needs			IV
5.	Professional Conduct: Demonstrates honesty and respect			IV
6.	Productive Relationships: Cooperates with and supports colleagues			IV
7.	Effective Communication: Listens and communicates clearly to others			IV

GENUINE OCCUPATIONAL REQUIREMENTS		Essential	Desirable	How Tested? **
1.	A full, valid and clean driving licence (may be required for some but not all jobs)	*		AF/IV
2.	Ability to work 5 days over 7 which occasionally includes weekends, bank holidays and evenings.	*		

* Minimum requirements of the post and how they will be assessed

** Evidence of criteria will be established from: **A** (application), **IV** (interview), **Test** (skills test/prepared question/presentation), **Cert** (certificated checked by interview panel)