

**Job Description**

Job Title	<b>Facilities Assistant</b>		
Directorate or Region	EU Region	Department/Country	Romania
Location of post	Bucharest	Pay Band	Local J
Reports to	Facilities Coordinator	Duration of job	2 years with option for extension

**Purpose of Job:**

Under the guidance of the line manager, this role is responsible for the provision of effective business support services for the Romania operation, within the agreed timescales and financial regulations.

The role will focus on facilities, premises, Health and Safety and admin.

**Context and Environment:** (e.g. dept description, region description, organogram)

Romania is one of the tier 2 countries in EU region, with medium size teaching and exams operations that deliver approx. 6 mills. GBP per year. It is also one of the few countries that collect local income from grant activity and has a Programs and Projects Unit operation leading on various cultural relations activities, focused on Arts, Education and English.

We are the leading ELT Organisation in Romania. Our Teaching operation is present with 6 Centres in Bucharest and once Centre in Iasi, with a particular reputation for excellence in teaching young learners. We run a successful exams operation with national presence, delivering Cambridge-ESOL examinations, IELTS, Aptis, professional exams etc.

We are continuously looking to expand our Teaching, Exams and other local income activities.

We continue to be active across the spectrum of project and partner activity in Arts, Education and English, with a limited Society portfolio. We see English, via global products, new technologies and teacher training, as the area where we can achieve most impact and most closely meet local needs. The following are particularly important in the way we work:

- we integrate all aspects of our work regardless of how they are funded;
- we are entrepreneurial in seeking and exploiting new opportunities;
- we focus on delivering excellence to the customer in order to achieve maximum impact;
- we work with and through partners to ensure that our work is relevant and to increase impact and sustainability;
- we are forward-thinking in our use of new technologies to communicate with our audiences;
- we are clear and confident about our offer to partners and customers: access to UK excellence; our reputation as a trusted partner and provider; our ability to work across sectors; our access to international networks;
- we put our values – people, creativity, mutuality, professionalism, integrity – at the heart of our work. We are committed to equal opportunity and to the celebration and promotion of diversity and inclusion.

The post is based in Bucharest, as part of the Romania Business Support team.

**Main Duties and Responsibilities:**
**Facilities and Premises:**

Ensures that the office is open and properly functional during working hours of all departments and also for specific activities outside the working hours. This includes but is not limited to:

- Responsible for end to end facilities management and ordering for the Teaching Centre satellite locations and Directors residence, including but not limited at:
  - Water ordering and depositing as appropriate
  - Paper ordering
  - Purchasing of small facilities items/tools
  - Delivery of TC courses materials on request
  - Overseeing the annual maintenance/repairs works

- Weekly/Bi-weekly inspection of the TC satellite Premises
- Any other premises/facilities relates tasks as requested by Internal Customers
- Prepares the set-up for classrooms in Dorobanti, together with Facilities Coordinator and Facilities Support staff
- Daily inspecting of the Dorobanti Premises and handling any issues that might arise, such as: small maintenance/repairs, painting, replacement of light bulbs, liaising with Facilities vendors for works that require the intervention of a specialized team etc.
- Overseeing cleaning and security activities in the absence of Facilities Coordinator
- Ensuring Premises and courtyard are fit-for purpose in winter time: ordering defrost solution, ensuring defrost solution is spread across the Premises, emergency access stair and in from of the entrance on Premises, snow removal from BC Premises and in front on the entrance
- Responsible for receiving, distributing and storing of envelopes and parcels
- Paper shredding on request by internal departments
- In charge of ordering for Business Support functions (includes but not limited at: furniture, equipment, stationary etc.)
- Emergency Officer and First Aider (Certified)
- Provides induction H&S training and annual refresher training to colleagues

**Administrative:**

- Supports Internal Clients with the organisation of Internal/External activities/events on request, during working weekdays and during the allocated week-ends. This includes but is not limited to: ordering/buying refreshments and food, admin support with loading, carrying and storing materials for the event, room set-up for internal and external events, transport of staff/material to external venues etc.
- Drives the Official car on request, to support colleagues with requests/external events
- Ensures insurance and annual inspections for official car are up to date and support driver with booking the annual mandatory revisions
- In charge of the Romanian safety and security processes – ex. maintaining the relationship with the Health and Safety provider, booking the training sessions for new staff and refresher training sessions for existing staff
- In charge of the annual medical check-up for staff (Regina Maria and Medlife, in collaboration with Operations Officer)
- Orders badges and visit cards for all staff
- Supports the annual clean-up exercise for the archive
- Creates and maintains the Commercial and Residential inventories
- Ensures back-up for Facilities Coordinator

Any other duties and responsibilities as requested by internal customers and Line Manager.

**Key Relationships:** *(include internal and external)*

- Internal customers: Head of Finance, Procurement and Facilities, Facilities Coordinator, Exams Coordinators, TC Coordinators, Project Managers
- Suppliers and BSS contractors (vendors)

**Other important features or requirements of the job** *(e.g. travel, unsocial/evening hours, restrictions on employment etc)*

The post holder is expected to respond flexibly to demands on time during peak times of work.

The post holder should expect to work 14:00 – 22:00, with possibility to rotate with other Facilities colleagues, subject to internal agreement.

The post holder is expected to work during week-end by rotation with Facilities colleagues and on occasional basis, s/he may be required to work extra hours during week-days. Overtime payment and time-off-in-lieu arrangements are subject to Internal Policy and prior agreement with Line Manager.

The Role does NOT involve working directly with children or line managing someone who works directly with children.

Please specify any passport/visa and/or nationality requirement	The person must have the pre-existing right to work in Romania.
Please indicate if Criminal Record checks are required for this role	Yes, Criminal Record to be provided when the Labour Contract is signed.

## Person Specification

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>✓ Being Accountable (essential) <i>Delivering my best work in order to meet my commitments</i></li> <li>✓ Connecting with others (essential) <i>Actively appreciating the needs and concerns of myself and others</i></li> <li>✓ Working together (essential) <i>Establishing a genuinely common goal with others</i></li> <li>✓ Making it happen (essential) <i>Delivering clear results for the British Council</i></li> </ul>	<ul style="list-style-type: none"> <li>✓ Shaping the future (essential) <i>Looking for ways in which we can do things better</i></li> <li>✓ Creating shared purpose (essential) <i>Communicating an engaging picture of how we can work together</i></li> </ul>	Short listing & Interview
<b>Skills and Knowledge</b>	<p><b>Managing people - Supports others</b> Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes</p> <p><b>Communicating and Influencing - Communicates clearly and effectively</b> Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p><b>Planning and organising – is methodical</b> Able to plan own work over short timescales for routine or familiar tasks and processes.</p> <p><b>Analysing data and problems - Is systematic</b> Breaks down problems into a list of tasks to be done and decides on appropriate action</p> <p><b>Using Technology - Operates as a basic user of information systems, digital and office technology</b> Able to use office software and British Council systems to do the job and</p>		Short listing & Interview

	manage documents or processes.		
	<b>English language skills at A2/B1</b>		
<b>Experience</b>	Entry level experience in facilities, administration or related field (1-3years)		Short listing
<b>Qualifications</b>	Degree equivalent equivalent by working experience	Bachelor degree/working towards bachelor degree	Short listing

Submitted by	Luminita Zaharia	Date	10/06/2019
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