

Corporate Support & Facilities Officer

Within the **Corporate Support** Service



SALARY

Between £20,092 to £21,748

RESPONSIBLE FOR

N/A

RESPONSIBLE TO

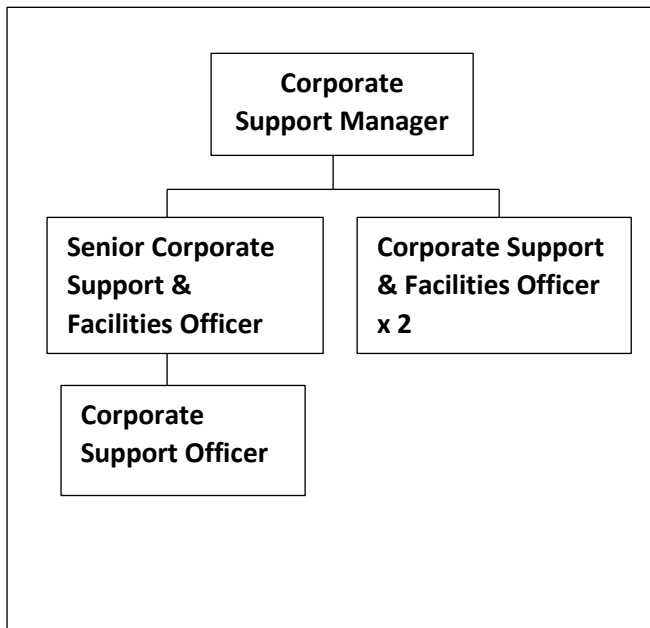
Corporate Support Manager

CORE PURPOSE

To provide executive support and assist with a range of facilities management duties

To provide executive support to multiple Directors and assist with a range of facilities management duties, ensuring that the Group's prestigious offices promote business growth and senior managers are effectively supported in their roles.

This role requires excellent planning, communication and organisational skills.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

25 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



EMPLOYEE ASSISTANCE PROGRAMME

Access to a confidential support service which provides counselling



VOLUNTEERING

Spend up to four hours a month undertaking voluntary and community based activities

RESPONSIBILITIES *the Corporate Support & Facilities Officer will...*

- ✓ Provide comprehensive executive support to multiple Directors
- ✓ Support senior managers' work with politicians, regulators and other agencies to further the Group's mission and aims
- ✓ Manage agendas and take minutes on behalf of the Directors to optimise outcomes from these meetings
- ✓ Effectively manage a range of complex diaries, ensuring the Director's time is maximised
- ✓ Work alongside members of the Corporate Support Team to support the management of the Group's headquarters building, its health and safety, facilities, business support systems and budgets, including procuring services from other agencies
- ✓ Ensure the security of the Group's headquarters, monitoring fob access and supporting staff and contractors working on the premises
- ✓ Work alongside members of the Corporate Support Team to assist the management of business continuity incidents, ensuring priority areas are maintained, with appropriate levels of communication and incident records
- ✓ Support a range of events ensuring high levels of professionalism and IT competency
- ✓ Proactively engage with the Corporate Support Team to deliver excellent services and to live the organisation's values
- ✓ Challenge the status quo to drive improvement and deliver efficiencies

STRENGTHS *the Corporate Support & Facilities Officer will deliver key responsibilities by...*

- ✓ Demonstrating emotional intelligence in dealing with colleagues, partners and customers
- ✓ Communicating effectively and appropriately
- ✓ Being organised and efficient, yet able to remain calm and flexible and able to respond to changes in the working environment
- ✓ Maximising the IT and digital resources available
- ✓ Being hard working and having a commitment to own personal growth and development
- ✓ Understanding when it is appropriate and necessary to challenge and provide constructive feedback
- ✓ Thinking strategically and creatively to successfully problem solve
- ✓ Working flexibly and embracing challenges to contribute to the development of service
- ✓ Working well under pressure in a self-motivated way to meet deadlines
- ✓ Being a great role model within the organisation

REQUIREMENTS *the Corporate Support & Facilities Officer must have...*

- ✓ Managed a varied workload, with changing priorities, achieving required deadlines
- ✓ Ability to work under pressure and have a forward thinking and positive approach to problem solving with proven experience of effective decision making
- ✓ Demonstrate excellent communication skills and an ability to build strong working relationships with a range of people
- ✓ Demonstrate excellent literacy and presentation skills and have the ability to write and produce minutes from senior management meetings
- ✓ Demonstrate proficiency in the use of a range of IT systems including Microsoft Office
- ✓ Procure goods and services on a VFM basis
- ✓ Demonstrate experience of providing Executive Support, including diary management, at a senior management level
- ✓ Demonstrate a knowledge of office facilities management
- ✓ Identify areas for improvement, drive change and ensure stakeholders are committed to the vision
- ✓ Proactively identify and exploit opportunities

VALUES *the Corporate Support & facilities Officer will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



Proud to be part of SHG

