
JOB DESCRIPTION: FACILITIES & IT SUPPORT OFFICER

ROLE PURPOSE

You will provide an office facilities management service.

ABOUT US

Why the role is important to us

The Medical Research Foundation's mission is to drive the life-changing advances of tomorrow, by laying the foundations for ground-breaking new discoveries today. We know that many health conditions are overlooked and underfunded, that new health threats will continue to arise, and that there will always be a need for high-quality, high impact medical research. But to continue funding life-changing research, long into the future, we need to ensure that our office operates efficiently and effectively and our team are supported with a first-class operations function.

What you will do

You will provide an office facilities and IT support service, by:

Facilities

- Liaising with the **building management** company for day-to-day building matters, reporting faults and service issues, ensuring these are satisfactorily resolved or escalated for managerial input; arranging the activation and deactivation of secure access fobs for staff; promptly reporting any health and safety issues for resolution by building management.
- **Maintaining the office**, including liaising with external service providers to ensure the effective servicing, maintenance and repair of office facilities, fixtures and equipment including plumbing, the filtered/boiling water tap system, cleaning and waste management services, H&S equipment and supplies including fire prevention/detection/fighting equipment, and other service contracts.
- Coordinating the day-to-day **administration of the office** ensuring an efficient, cost-effective, safe and pleasant working environment for staff and guests through the provision of daily office services and maintenance, secure access management, meeting room management, and provision of workstations; troubleshooting facilities issues as they arise, escalating as necessary.
- Supporting the **Health and Safety Officer (HSO)** in discharging their responsibilities by monitoring the office environment for potential health and safety hazards, such as spillages, trailing cables, damaged fixtures or equipment, and other conditions that could cause injury or harm, taking appropriate remedial action where possible and promptly reporting or escalating issues requiring further attention; carrying out health and safety inductions for new starters where the HSO is not available.
- Act as a **Display Screen Equipment (DSE)** Assessor conducting DSE assessments for office and remote working locations, identifying and addressing workstation-related risks, recommending appropriate adjustments and equipment, maintaining assessment records, monitoring completion of required assessments, and ensuring identified actions are implemented in accordance with organisational health and safety requirements.
- Serving as part of the charity's **fire marshal and first aider** team, participating in the rota system to ensure adequate cover is in place during office opening hours.
- Supporting the implementation of policies and practices which put **environmental sustainability** at the forefront of our business operations and our office.
- Identify and deliver business-wide **operational efficiencies** and improvements by refining existing, and supporting the establishment of new, business policies and processes and utilising new technologies.

- Ensuring a first-class **customer service experience** for those who contact the charity by telephone, email or website.
- Supporting **office design planning and reconfigurations**, ensuring the office meets the needs of the charity.

IT support

- Acting as the **primary contact for staff and visitors with IT-related matters**, resolving common IT issues where possible; coordinating, monitoring and escalating issues which have been referred to the IT Helpdesk.
- Acting as the **primary contact with the IT service provider** including attending regular meetings with the IT Service Business Partner; liaising with the provider to resolve problems with office equipment or software (e.g. video conferencing services); working with the provider to develop bespoke processes where these cannot be accommodated through existing systems; supporting organisation-wide rollouts of IT hardware and software.
- Championing **cyber security** best practice across the organisation, promoting staff awareness and engagement through training, learning opportunities and initiatives including those provided by the IT service provider; identifying and implementing opportunities to strengthen cyber security practice.
- Ensuring all **IT equipment** (including peripherals) provided to staff, and held in reserve, is recorded and accounted for.
- Delivering **training and developing training guides** on IT equipment and software.
- Starters and leavers: setting up new starters by liaising with the IT Service Provider to provide laptops and accounts; setting up the laptops including installing fonts, logos, default autosignatures etc; setting up users on distribution lists (i.e. email and chat services); inducting new staff on the use of IT equipment and software; arranging the closure of accounts of leavers, managing the retrieval of IT equipment.

In addition, you will also

- Undertake various projects as required.
- carry out any other reasonable duties.
- identify opportunities to continually improve our work.

Who you will work with

You will be line managed by our Facilities and Operations Manager.

ABOUT YOU

Who you are

You are inspired to help us to deliver our vision of a world where medical research improves health for everyone. We believe that our vision is so important that we need the very best people to help us achieve it. Our team is proud to work for the Medical Research Foundation. We are ambitious for the Medical Research Foundation and for ourselves. We are approachable - providing advice to everyone and explaining our work. We are dedicated and committed to achieving the most for our donors and our researchers. And we are involved – constantly looking for new ways to engage and improve. We love our work and we will be looking for this in you too.

What you will bring to the role

You will have experience of:

- providing facilities management or IT support.

- ensuring office health and safety requirements are fulfilled.

You will be able to:

- find solutions to problems and take responsibility for ensuring these are resolved.
- able to build and maintain effective working relationships with suppliers and other key stakeholders.
- negotiate and manage relationships with external providers such as trades people and cleaners.
- demonstrate a good level of general IT skills including basic 'backend' IT administration (e.g. Printer setup, user account settings etc), and the ability to assist others with resolving common issues.
- confidently work with the Microsoft 365 package (specifically excellent M/S Word, and good M/S Excel, M/S Teams, M/S SharePoint).
- able to bring a sense of ownership to ensuring the office is well maintained and an enjoyable work environment for our staff and guests.
- collate and assess information to support activities such as procurement etc.
- communicate clearly in writing and verbally with colleagues and other stakeholders.
- work in an organised and methodical manner with good attention to detail.
- work under pressure and meet deadlines.
- multi-task and prioritise your work, respond flexibly to work priorities and requests.
- work confidently in a team and be self-motivated to work alone.
- provide excellent customer service.

Qualifications

- Workplace First Aid, Fire Safety, DSE Assessor certificates (or a willingness to undertake the training within the first three months)

Personal attributes

You will be:

- Ambitious - for the organisation, yourself and for human health
- Approachable - ready to engage, talk and explain to anyone
- Dedicated - willing to go the extra mile
- Involved - constantly looking for ways to engage and improve

Attractive extras

- IOSH (Managing Safely) qualification