
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

- Maintaining the office: including liaising with external service providers for the maintenance of fixtures and fittings such as ZipTap and airconditioning units, cleaning, confidential waste removal, H&S equipment and supplies including fire prevention/detection/fighting equipment, and other service contracts.
- 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 Health and Safety Officer in discharging their responsibilities including: conducting Health & Safety risk assessments as required; developing Personal Evacuation Plans where required to ensure the safe evacuation of all staff and visitors in the event of an emergency; managing Display Screen Equipment (DSE) self-assessments for office and remote working locations and identifying additional equipment to be provided where reasonable adjustments are agreed; carrying out health and safety inductions for new starters.
- Troubleshooting facilities issues as they arise, escalating as necessary.
- Supporting the implementation of policies and practices which put environmental sustainability at the forefront of our business operations and our office.
- Supporting office design planning and reconfigurations or moves, ensuring the office meets the needs of our growing team.

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.
- Asset control: ensuring all peripheral IT equipment 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; managing secure access provisions to the charity's offices.

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 Office 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.
- negotiate and manage relationships with external providers such as trades people and cleaners.
- demonstrate a good level of general IT skills including 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).
- demonstrate an understanding of basic 'backend' IT administration (i.e. printer setup, user account settings, shared mailboxes).
- 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