

# Facilities Administrative Assistant London

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Job Description



## Making a difference



### Who we are

We are an international law firm with a focus on private capital at the intersection of personal, family and business.

Our ability to understand people makes us who we are. We work together to build deep and trusted relationships that deliver meaningful value to our clients. We do this with empathy, attention, and clarity. No jargon, no attitude. We know what matters.



### We are committed to running our business responsibly

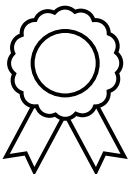
We recognize that our long-term success as a responsible business depends on the health and resilience of our people, our clients, our communities, and our natural environment. We are working hard to ensure that we make a positive contribution for all our stakeholders.

As part of this, we are committed to developing an increasingly diverse, inclusive, and supportive workplace environment where everyone can bring their whole selves to work, feel valued, feel that they belong and can fulfil their potential.



### We understand the benefits of hybrid working.

We adopt a hybrid working approach, working on a 60/40 split of working in the office and working remotely. This arrangement is non-contractual, dependent on requirements of the role and subject to manager approval.



### What we value

Our values represent who we are as a Firm. They are designed to guide the way we think, behave, speak, collaborate, and do business. Please see our four core values below.



**Collaborative**  
we pull together



**Committed**  
we drive performance



**Authentic**  
we stay grounded



**Forward-looking**  
we look beyond

## Facilities Administrative Assistant

**The Facilities Administrative Assistant plays a key role in supporting the day-to-day operations of the London office, Helpdesk enquiries, administration, supplies and assisting with logging of M&E jobs. Also, assisting the Facilities Manager on a range of projects and working with the wider team.**

Roles and Responsibilities (this is a broad but not exhaustive list)

- Support and assist the Facilities Manager and the London Facilities Helpdesk service
- Respond to, action, and monitor all Facilities Helpdesk enquiries (email, Teams messages, and calls), assigning tasks to relevant departments
- Daily up-keep and maintenance of the Facilities Helpdesk inbox, helpdesk job log and associated folder/filing systems
- The main contact for London staff regarding faults, failures, spills leaks etc and co-ordinate the right resources to fix and resolve issues.
- Drafting and completion of Facilities Helpdesk email communications, intranet news items, and updates on building smart app.
- Liaise with various contractors and suppliers including building management, cleaning, M&E, and all other FM related service providers/subcontractors.
- Collaborate with other FM support areas to ensure tasks are addressed promptly when required
- Daily communication with on-site M&E engineer & other sub-contractors
- Ensure permits to work are in place for contractors, ensuring compliance with safety protocols and Helpdesk/H&S procedures
- Daily use of working on different systems: Digital ID, Access control, BMS & M&E portal
- Manage internal spreadsheets for staff use of facilities such as lockers, parking & occupancy and desk usage
- Ordering of office supplies such as desk equipment, access passes, stationery, new joiner items.
- Conduct daily status, cleanliness and supply checks of facilities areas (reception, kitchens, meeting rooms) and ensuring daily floor walks are completed.
- Maintain and oversee the new joiner and leaver process
- Creating and ordering business cards

- Provide Office tours to new joiners
- At times oversee the use, ordering and authorisation of the stationery ordering system.
- Assigning invoices, creating PO's and credit card expenses using the firm's account management software.
- Involvement in projects, CSR initiatives, and collaborating with other teams & offices within the firm to ensure FM links with larger projects, events and promotions are fulfilled.
- Updating of the Facilities Intranet Pages, Out of hours guide, Helpdesk guide and useful contacts list and other documents
- Ensure security measures are in-line with policies and guidelines.
- Collaborate with H&S team to ensure that work areas are adhering to the good housekeeping standards.
- Act as floor Fire Warden and First Aider, ensuring that general H&S requirements are met.

#### Skills and experience:

- Experience in a professional services environment is desirable
- Good systems knowledge with a good knowledge of Microsoft Word, Excel and PowerPoint

#### Person specification:

- Reliable, enthusiastic, and responsive team player with a passion for assisting staff and visitors in using office facilities.
- Demonstrates a common sense approach
- Able to communicate, influence and educate staff on best practice use of its facilities
- Solid organisational, administrative and planning skills with the ability to prioritise and multi-task.
- Trouble shooting skills and the ability to apply good judgement to situations as they arise.
- A flexible approach with regard to daily tasks and working hours.

## Competencies

- Planning and organising
- Delivering results
- Team work
- Attention to detail
- Planning and organising
- Communication

## Contact :

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