

JOB TITLE:	GOVERNANCE AND FM (LONDON) CO-ORDINATOR
JOB HOLDER:	VACANT
DATE UPDATED:	JULY 2022
REVISION (HR Office Use):	VERSION 2

This job description is for guidance only and not part of the contractual employment terms. It should be revised at annual appraisal and at times of other major changes to the role. Please see guidance notes on the intranet for more information on completing it.

1 MAIN PURPOSE OF THE JOB

Delivers an effective and efficient administrative service in support of the Governance team (and others as required) maintaining CIOB Values in all aspects of the role.

Supports managers within the team with a variety of tasks ensuring outstanding administration and good Governance.

Provides a welcoming service for the Institute's London office, co-ordinating meetings, and the services of the office (day-to-day facilities and services management).

2 POSITION IN ORGANISATION

- Reports to the Governance Manager.
- Works in close collaboration with the Governance team across their full range of activities, and consults regularly with the rest of the organisation, Trustees and Members.
- Acts as first point of contact for the London office.

3 DIMENSION & LIMITS OF AUTHORITY

- Works within the Governance, CMYA, and FM(London) budgets with a sign off limit of £500.

4 QUALIFICATIONS, SKILLS & EXPERIENCE

- Confident and well-mannered, with the ability to deal with members and potential members at varying levels of seniority in person, in writing and over the phone.
- Demonstrable experience in a customer-facing administrative role, with the ability to always provide the highest levels of customer service.
- Strong organisation skills with the ability to remain calm under pressure, managing a busy workload and prioritise accordingly.
- Excellent administrative skills, including diary, transport and accommodation management and scheduling complex programmes of appointments and meetings.
- Experienced in a facilities and health and safety environment with the ability to manage day-to-day supplier relationships and processes.

DUTIES & KEY RESPONSIBILITIES

Governance Administration

50%

- Provide pro-active day-to-day administration support for the Governance team including but not limited to:
 - o Making and communicating necessary travel and accommodation arrangements, ensuring these are in place in a timely and cost-effective manner, in line with all Institute Policies.
 - o Preparation of meeting packs and dissemination as required, encouraging a digital first approach.
 - o Supporting with all meeting set-up requirements e.g., technology, room set up and refreshments (where face-to-face).
- Assist with administrative support across a range of Governance team activities as required, including but not limited to Trustee events (such as Members Forum, Trustee Inductions and Past President Lunches) and any project work requiring governance involvement.

PART 2: DUTIES & KEY RESPONSIBILITIES

- Provide support and cover within the team, contributing to other activities and projects as required.

Construction Manager of the Year (CMYA) Administration 20%

- Provide full project administration for the CMYA judging processes and all other Awards as appropriate.
- Act as main point of contact for CMYA applicants once in the judging process, co-ordinating their application from entry through to completion of the interview process, ensuring a consistent, high-quality experience is delivered throughout.
- Co-ordinate the scheduling of all CMYA judging interviews, ensuring alignment to award timetables and judging processes. Communicates all interview arrangements to both applicants and judges in a timely manner, pro-actively monitoring and confirming attendance.
- Act as a first point of contact for judges throughout the judging process, ensuring that the process runs smoothly and providing a range of support to include:
 - o Travel and accommodation arrangements for interviews as appropriate and in line with policy.
 - o Collation and provision of all documentation
 - o Support with meeting arrangements whether virtual or face-to-face, including technology, room set up and refreshments (where face-to-face).
 - o Collation of all post-interview administration and scoring, ensuring this is processed as appropriate.
 - o Arranging attendance at the Awards night, including travel, accommodation, and table plans.

Meeting Arrangements 10%

- Manage diaries for all office meeting rooms, co-ordinating necessary arrangements for internal and external meetings, to ensure efficient and appropriate use of the meeting space available in line with office guidelines.
- Assist with any technical matters, with the support of the IT team at Head Office.

Facilities Management and Health and Safety 10%

- Maintain day-to-day contact with Landlord and Building Management, reporting any issues as required and overseeing their resolution.
- Provide ongoing day-to-day management of all office suppliers and service contracts, including but not limited to preferred suppliers for facilities maintenance. Ensure strong relationships are maintained and performance of all suppliers is to an acceptable level, escalating issues where appropriate.
- Take day-to-day responsibility for the health and safety procedures for the London office, contributing to the establishment of Covid-secure processes and ensuring those that use the Office are fully knowledgeable of them and that policies and procedures are always adhered to.
- To be a first aider and fire marshal for the Office

Front of House 10%

- Provide a professional and welcoming service to all internal and external visitors to the office.
- Represent the Institute with the highest standards of integrity and professionalism.
- First point of contact for the office, answering enquiries by phone, email and face-to-face.
- Responsible for co-ordinating access to the office, co-ordinating and issuing passes to all visitors.
- Manage all office signage (to include door and reception screens), ensuring these are accurate and up-to-date at all times.
- Ensure office policies and procedures are adhered to.

PLEASE SIGN BELOW

JOB HOLDER:	MANAGER:
DATE SIGNED	DATE SIGNED:
DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE	

Please forward a signed copy + an electronic copy to the HR department.