

JOB DESCRIPTION	
Job title:	Facilities Support Assistant
Team/Department:	Estates and Facilities
Location:	Reed House Norwich
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Appointed - Reed House Operational Manager (Level 1) Facilities Manager (Level 2) Head of Estates and Facilities (Level 3)
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	Dec 2024
JOB PURPOSE Provide general administration and facilities service support at Reed House Norwich in the IC24 areas of operation and work. To include reception support and general facilities support functions to the site IC24 Operational Manager, IC24 Reed House Staff and liaise with and support and liaise with the IC24 Estates and Facilities team to enable the onsite control and delivery a range of reception, administrative and facilities support services at Reed House.	
KEY RESPONSIBILITIES AND ACCOUNTABILITIES • Routinely provide as the 'front of house' at IC24 Reed House a professional and welcoming engagement to all colleagues and visitors • Routinely processes and administer all administration relating to the control and booking in and out of visitors to IC24 and collocated partners (under tenants) operating within OIC24 office space at Reed House to include security checks, booking in and out, dealing with general enquiries relating to visit purposes and arrangements • Routinely maintain security by providing passes to visitors • Routinely notifying appropriate people that a visitor has arrived to see them • Routinely keeping track of the people arriving for appointments and when they leave the building • Routinely maintain an appointment book, answering phone calls and providing information to callers and performing clerical tasks • Routinely book meeting rooms and control the meeting room diary • Routinely set up and organise meeting rooms as requested • Routinely review and report on the standard of cleanliness achieved against agreed benchmark standards of cleaning by the cleaning contractor	

- Routinely monitor the office space areas and ensure areas are free from a build-up of bulk rubbish, routinely report on the condition of fixtures, fittings and furniture as report on their condition as well as report via 'Top Desk' any facilities related work that requires attention and repair
- Routinely book and provide refreshment and catering services as required
- Routinely manage and account for resources such as stationary and other IC24 property as identified within the areas of responsibilities for this role
- Routinely liaise with the onsite building contractor 'Tassie' on access and the routine mandatory building checks are completed as required and stipulated in the contract
- Routinely liaise with the IC24 Facilities manager and staff on all FM related tasks and contractor support work at Reed House in relation to reactive and planned maintenance works
- Routinely review and monitor the use of the carpark by IC24 colleagues and visitors to ensure that IC24 are appropriately utilising the allocated carparking areas at Reed House
- Routinely liaise with and support as required the Norfolk & Waveney Fleet Assistant on transport bookings and general transport related administration tasks
- Periodically attend and report at IC24 Estates and Facilities management meetings
- Periodically liaise with the onsite Reed House ground floor reception staff and building manager
- Periodically undertake and complete training in line with the requirements of the job role and other mandatory IC24 training
- Undertake training and remain qualified in the role and responsibilities of a site first aider and fire marshal
- Occasionally undertake site based general departmental administrative tasks as delegated and within ability
- Occasionally undertake site based general duty tasks as and when delegated and within ability

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a Basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

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PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Secondary School Education (UK Maths & English GCSE Grade C equivalent) Strong Spoken and Written English	MS Office Suite / IT User Qualifications NVQ or equivalent in Administration L2	CV & certification(s)
Experience	Previous administrative role and ability to demonstrate the ability to be able to take on and multi task across a number of competing work streams Administration of data, spreadsheets and producing reports using IT tools and software applications Customer and Client Liaison Managing a diverse workload	Previously worked in a similar receptionist / facilities service support role Administration of data, spreadsheets and producing reports using IT tools and software applications in a health care and or estates and facilities role.	CV & Interview
Practical skills	Excellent interpersonal/communication skills Proactive with ability to work on own initiative as well as part of a team Ability to work under pressure to tight deadlines Ability to manage a varied workload with competing priorities Excellent organisation skills	Driver License CAT (A) manual and Automatic Vehicles	CV & Interview

Requirements	Essential	Desirable	How identified