Job Description & Person Specification

Position:	Office & Facilities Coordinator
Reports to:	Data, Analytics and Governance Manager
Salary band:	£26,250 - £29,500 depending on experience
Position type:	Full-time; hybrid
Hours:	37.5 hours/week; 9am–5pm
Location:	**Office days**: Corazon Health Office – Every Tue, Wed and alternate Thursday + any days the office is open outside these days (Example clinic days or new starter induction days, etc) **Non-office days**: Home

Job Summary

The Office & Facilities Coordinator is responsible for all aspects of Corazon Health's facilities and office management, including supporting the Data, Analytics and Governance Manager in Health and Safety considerations; Maintenance of the Company's asset inventory - recording where all company assets are at any point in time and monitoring compliance with PAT testing and calibration requirements, Supplier and stock control; Telephone and other office systems support (RingCentral, Mobile phones, Nitro, Printer, Internet provision/connectivity etc); ad hoc IT and Data support, Corporate Services admin and project work.

Key Relationships & Role Responsibilities

- Demonstrate the ability to interact, cooperate and establish effective working relationships with all Corazon Health employees, managers and direct reports.
- Build trust, value others, communicate effectively, work collaboratively, solve problems creatively and demonstrate high integrity and ethical behaviours.
- Maintain professional internal and external relationships that meet Company core values, encouraging employee voice to enhance productivity and organisational performance with all Corazon Health clients, contractors and suppliers.
- Demonstrate & role model our **ELITE** behaviours, leading by example to encourage a culture of fairness, equity and engagement.



Office and Facilities

- Ensure that the facilities meet government regulations.
- Timely repair of office equipment.
- General repair and maintenance of buildings.
- Communication as required with the landlord.
- Management of waste collection contracts and any queries to include:
    - General waste
    - Clinical waste (on and off site)
    - Confidential waste
- Manage the following services:
    - Office Alarm
    - Office cleaning
    - Window cleaning
    - Hot and cold-water machines
    - Printers
    - Telephones

Health and Safety

- Complete the First Aider and Fire Warden training course. Be an active member of the office support team.
- Working with the Data, Analytics and Governance Manager
    - Attend and participate in Health and Safety meetings/office walkarounds and support in actioning any improvement or job tasks.
    - Annually review and implement recommendations to ensure the facilities are safe, accessible and appropriate for providing an occupational health service.
    - Manage the fire safety equipment contracts and ensure government compliance.
    - Liaise with the landlord where necessary to highlight and resolve health and safety issues.
- Ensure all First Aid and Fire Warden courses are up to date for relevant employees and oversee the diary to ensure the office is appropriately covered.
- Book relevant courses for employees as required.
- Manage the first aid box, regular inspection and ordering of consumables required.
- Manage the first aider/fire warden calendar and ensure that the office has daily cover when open.

Asset Inventory and Clinical Equipment

- Maintain the asset inventory of all company assets to include all office, IT, portable and clinical equipment.
- Update inventory for leavers, joiners and transfers of equipment amongst staff, purchases and disposals of equipment.
    - Label/record new equipment.
    - Ensure all office equipment is subject to regular servicing as required.
    - Perform regular PAT testing as required.
    - Manage the calibration of all clinical equipment throughout the year
    - Ensure all company assets are in a suitable working order with regular checks and audits.
- Working with the Logistics Coordinator to:
    - Ensure that all clinical equipment is regularly inspected, calibrated, maintained and replaced as directed by the Clinical Services and Operations Director.
    - Ensure the vaccine fridge temperature is regularly checked, and that the fridge is serviced as required.
    - Ensure that Clinical Equipment meets government regulations.
    - Provide clinical equipment support
    - Arrange clinical equipment servicing and repair as necessary
- Manage the yearly equipment checks at the OHA day and support in the logistics and bookings of the OHA (hotels, training, calibrations, room and venue hires + social events)

Stock Control

- Maintain stock inventories for office and clinical consumables. (Health Surveillance clinics, Wellbeing and Flu)
- Coordinate ordering of replacement stocks, ensuring that all clinicians have appropriate consumables and vaccines for service delivery.
- Conduct monthly and annual stock takes/valuations.

Office Systems Support – Incl. telephones

- Ring Central:
  - User management of office telephone system.
  - User/call log management.
  - Audits of system when required.
  - Group management for ring patterns
  - New user integration
  - Management of ring central and mobile phone admin systems and contracts.
- Mobile phones and WIFI dongles:
  - Manage contracts/Sims etc. and track allocation via asset inventory.
- First line for reporting of any issues with the companies' mobiles.
- Liaison with the suppliers.

Ad Hoc IT Support

- Provide ad hoc user support
- User Account Control – Updating CTM with changes in users
- Audit and escalate IT support tickets within the week.
- IT Stock
  - New starter laptop setup.
  - Maintaining Laptop spares (once per month health check, windows updates).
  - Maintaining stock levels of peripheral IT items.
  - Tracking and issue of IT stock to users.
  - Registering new stock on the asset management log.
- Manage Nitro, Printer, Internet provider contracts, registry and support
- Management of user licenses and serial numbers.
- Management of installation (new users).

Data, Corporate Services admin and Project work

- Assist the Data, Compliance & Governance Manager to:
  - Execute timely transfers of clinical records in and out of the business.
  - Manage clinical records in accordance with our privacy notice.
  - Manage Company Documents in accordance with internal policies and processes.
  - Support in Project and audit work as and when required.
- General Corporate Service admin and project support as required

Staff Support

- Birthday cards for all employees.
- New starter induction /office tours

Other

- Manage your own workload in the face of unpredictable and conflicting demands, which may lead to moving deadlines or making adjustments to meet client or Company requirements at short notice.
- From time-to-time ad hoc support and specialist input may be required from the postholder to allow the company to meet its objectives. There are times where an "all hands-on deck" approach will be required.
- Perform duties/lead on projects not specifically identified in the job profile but which are in line with the general responsibilities of the post.

- Send purchase requisitions through to the Data, Compliance & Governance Manager for authorisation for all purchases (consumables, vaccines, office supplies, IT equipment, etc)

Please be aware that this job description may evolve or be amended as business needs dictate.

Person Specification		
Criteria	**Essential**	**Desirable**
Qualifications	Minimum Grade C (5) GCSE Maths & English.	
Skills/Competencies	Proficient in Microsoft Office applications. Confident and personable telephone manner. Good numeracy skills Excellent communicator – both written and oral. Highly organised.	
Experience Required	Experience in business support/user helpdesk/administrative role.	Experience in stock and asset control processes. IT helpdesk type experience.
Personal Qualities	Able to work autonomously and show initiative. Exceptional attention to detail, and talent for accuracy and precision. Interest in sustainability/increasing energy efficiency. Hands on, supportive and informative approach to resolving users' technical queries. Genuine interest and experience in information technology.	Full, Clean driving licence & access to dependable vehicle (due to location of office).

Employee Benefit Package

- 25 days holiday (pro rata if part time)
- Hybrid working
- Length of service awards
- Group life insurance (Death in Service)
- Flu vaccination/voucher scheme.
- Benefits platform, including
    - Retail discount scheme
    - Gym discounts
    - Health Shield – Health cash plan, including.
        - Employee Assistance Programme (EAP)
        - SkinVision – mole/cancer checking application.
        - Online health assessments
        - GP Anytime; virtual GP surgery and private prescription service

Corazon Health Ltd

Corazon Health is a private sector business to business OH provider, servicing clients across the UK. Our services focus on supporting management of health in the workplace. We have a diverse portfolio of over 475 clients, who are in an equally diverse range of business sectors such as education and manufacturing.

Equal Opportunities

Corazon Health supports the principle of Equality and Diversity in employment wholeheartedly and opposes all forms of unlawful or unfair discrimination on the grounds of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We take every possible step to ensure that individuals are treated equally and fairly and that decisions on recruitment and selection are based solely on individual merits and abilities, appropriate to the job.

We work within the requirements of all current legislation, and we implement the provisions of regulatory codes of practice in employment.

How to Apply

To apply for this role, please send your CV and a Letter of Interest (covering letter) to hr@corazonhealth.co.uk in your first instance.