

# eldon housing

## **JOB DESCRIPTION**

**Job Title:** Asset and Facilities Coordinator – (C4C)  
**Responsible to:** Asset and Facilities Manager – C4C  
**Location:** Based in the Eldon Head Office in Croydon

### **Overall purpose of the job:**

- To provide a professional customer focused Help Desk service for C4C
- To provide administrative support to the Facilities Management Team when required.
- Contribute to providing a professional and caring Facilities Management service

To provide cover for the Helpdesk Coordinator – Core, and assistance on a day-to-day basis

### **Key responsibilities:**

#### **Facilities Management Services**

- Working with the Asset and Facilities Coordinator (Core), managing the Associations' Help Desk for C4C by responding to all calls and emails promptly logging and closing repair requests on Computer Aided Facilities Management Software and updating service users as appropriate
- Recording data accurately to evidence key performance compliance
- Ensuring facilities management staff and contractors have the necessary information required including the issue of appropriate works orders to provide an efficient reactive maintenance service within the association's required timescales
- To ensure all Facilities Management records including statutory, reactive and planned maintenance are kept up to date.
- To obtain competitive quotes for works.
- Obtaining current proof of industry insurances and method statements from all contractors and update records accordingly
- Updating the asset management computer system including changes to building fabric furniture fixtures and equipment
- To process all invoices ensuring they match quotes and service contract monthly fixed charges by passing for payment direct to the Asset and Facilities Manager – C4C for processing

#### **General Administration**

- To carry out typing, digital filing and scanning as required
- To ensure that the Association vehicle is taxed and insured and is booked in for MOT and service.
- Assist other colleagues in the Facilities Management Team as required.

#### **Learning and Development**

- To actively participate in self development as appropriate and training as identified for the benefit of performance management

**Person specification:**

**Essential Skills and Experience**

- Proven experience in a customer focused business
- Good administrative and IT skills including MS Office, including Word and Excel
- Excellent verbal and written communication skills,
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- Keen attention to detail methodical work practice, organised, reliable and motivated