

Job Description	
Job Title	Corporate Services Facilitator
Salary Range/Grade	J 12-21: £26,033 to £30,361 per annum FTE
Contract type	Permanent
Job Location	Dual Location – Remote & Rushden Regional Base (minimum of 2 days p/w at Rushden Regional Base subject to requirements)
Hours Per Week	15 hours per week (FTE 0.5)
Reports To	Head of Corporate Services
Responsible For	N/A
<p>What positive impacts will this position have on children, young people and families?</p> <p>As a Corporate Services Facilitator, your role will have a significant positive impact on children, young people, and families by ensuring the smooth operation of essential administrative and health and safety functions. Through your support in providing efficient administrative assistance, you will contribute to creating a safe, organised, and effective environment. This, in turn, enables our staff to focus on delivering high-quality services and support to the communities we serve, ultimately fostering a secure and nurturing atmosphere for children and families.</p>	
General Description	
Task	
<ul style="list-style-type: none"> Assist the Corporate Services Business Partner in matters relating to central services and facilities provision, taking on delegated areas of responsibility under their oversight. Oversee, monitor, and track utilities to ensure the most advantageous combination of cost, quality, and sustainability for Spurgeons, generating savings where possible. Collaborate with the Corporate Services Property Manager to collate all utility contracts and manage invoicing Facilitate in ESOS (Energy Savings Opportunity Scheme) and carbon neutral reporting to support Spurgeons sustainability goals. Assist the department in sourcing corporate suppliers, which includes obtaining quotes, insurance details, risk assessments, and other compliance documents. Liaise with contractors and suppliers to resolve any contract-related issues and ensure compliance with Spurgeons standards. To assist and/or provide cover for the Corporate Services Business Partner in arranging H&S training, to share any updates/comms throughout the organisation, to support colleagues with signposting and answering queries either via Peninsula or Corporate Services depending on the nature, to organise site visits and FRA's to ensure annual compliance, to collate data from audits/fire risk assessments and to manage the Business Safe portal on behalf of Spurgeons. To support with monitoring Peninsula results/data and chase internally where required to ensure compliancy. 	

Job Description & Person Specification

<ul style="list-style-type: none">• To assist and/or provide cover for the Corporate Services Business Partner with support services for incoming health and safety and facilities queries, signposting and answering queries either via the external provider or central services.
<ul style="list-style-type: none">• Act as a conduit for communication regarding driving document processes and legislation changes, promoting organisational awareness and adherence
<ul style="list-style-type: none">• Ensure all health and safety documentation, including risk assessments, are up to date and in place for the Rushden Regional Hub in collaboration with the Corporate Services Business Partner.
<ul style="list-style-type: none">• Support with conducting incident report investigations, documenting findings and implementing necessary corrective actions to prevent future occurrences.
<ul style="list-style-type: none">• Handle incoming calls, take messages and forward as necessary. Monitor and manage corporate services and information mailboxes assigning emails appropriately.
<ul style="list-style-type: none">• Provide administration support for insurance policies and claims and assist the Head of Corporate Services, COO, IT and Data and Insights teams with delegated administration tasks and take minutes at meetings as required.
<ul style="list-style-type: none">• Track and manage tasks via the corporate services database in relation to maintenance, completing or assigning them as needed.
<ul style="list-style-type: none">• Address queries related to external provider forms and assist other departments with various tasks as needed.
<ul style="list-style-type: none">• Review and update various organisational policies (e.g., car hire, insurance, DSE, employee handbook, environmental, drivers, and business continuity) collaboratively with the Head of Corporate Services & the Corporate Services Business Partner.
<ul style="list-style-type: none">• Ensure compliance with current legislation, run compliance reports, and provide input on policies requiring corporate services advice.
<ul style="list-style-type: none">• Conduct driving document audits, manage volunteer documentation, and oversee the document archiving process.
<ul style="list-style-type: none">• Organise the delivery and proper storage of archiving materials, maintain archiving records, and arrange for document shredding as required.
<ul style="list-style-type: none">• Assist the Corporate Services Business Partner and team in maintaining the Spurgeons contracts database, ensuring accuracy and conducting regular data cleansing to uphold operational excellence.
<ul style="list-style-type: none">• Manage the annual business rates revaluation process for all Services, ensuring these are submitted within the LA requested timescales.
<ul style="list-style-type: none">• To manage and arrange car hires for employees in line with procedure, ensuring the correct levels of approval have been obtained.
<ul style="list-style-type: none">• Efficiently coordinate workload and administrative processes, fostering a culture of continuous learning and development.

What you will have achieved by month 3	<ul style="list-style-type: none"> Completed essential online training Read and understood policies and procedures Attended Spurgeons 'Introducing our Ethos and Values' workshop Completed 3 month mid probationary review
What you will have achieved by month 6	<ul style="list-style-type: none"> Successfully completed probation and probationary review meeting

Type	Description	Essential/ Desirable
Qualification(s)	<ul style="list-style-type: none"> GCSE Grade A - C in English or equivalent NVQ II in Business and Administration or equivalent 	E D
Professional Registration	<ul style="list-style-type: none"> N/A 	
Experience	<ul style="list-style-type: none"> Demonstrable and substantial experience of facilities and/or Health and Safety administration Proven track record of successfully securing best value for the organisation in the purchasing of services, equipment, and consumables Experience of working in an administration office and team environment Experience of maintaining computerised and paper-based records including typing, recording, monitoring information, filing and retrieving documents/records Experience of work within secure, confidential and data protection boundaries Experience of maintaining Health & Safety practice in an office environment 	D D D E E E
Skills	<ul style="list-style-type: none"> Good numeracy skills and accuracy in calculations Strong IT skills in excel, internet and email. Spurgeons uses Microsoft Office applications Excellent telephone manner Excellent interpersonal and communication skills - effective with a range of people Good negotiating skills with suppliers of goods and services 	E E E E E

	<ul style="list-style-type: none"> • Good organisational and time management skills • Be able to demonstrate fast, accurate, methodical, and neat ways of working • Evidences a detailed and diligent approach to duties work individually or as part of a team • Take responsibility for particular delegated areas of work • Be able to work on own initiative, forward plan, prioritise and organise workload • Be able to work proficiently under pressure and be able to meet work deadlines • Be able to take a proactive approach to finding solutions to problems 	<p>E E E E E E E</p>
Knowledge	<ul style="list-style-type: none"> • Good working knowledge of the English Language in business • An understanding of safeguarding responsibilities and procedures • Practical operation and maintenance of routine office machinery and equipment • Knowledge of sourcing supplies and services, obtaining quotes, orders, purchasing, checking and invoice processing • An understanding of administration and supply needs when supporting staff in services and offices across the country. 	<p>E E D E E</p>
Additional Requirements	<ul style="list-style-type: none"> • You will be required to be a key holder for the Rushden premises. • You may occasionally need to open/close the building for contractors undertaking work out of normal office hours, e.g., decorating, electrics and building works. • You may be required to travel to other Spurgeons offices, projects and events arranged both internally to Spurgeons and by external bodies such as team events, conferences, seminars, training, and support meetings. 	<p>E E E</p>

What We Expect From You

Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

Safer Recruitment & Employment Policy:

As part of Spurgeons Safer Recruitment & Employment Policy, any appointment to this role will be subject to the completion of a DBS application and obtaining satisfactory references.

Equal Opportunities For All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.

