

Job title: Facilities and Operations Coordinator	Responsible to: Operations Manager
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About the RNRMC

RNRMC is the Naval Service's primary national charity. We recognise the demands placed on those who serve and their family members. It is the charity's belief that while one person joins, the whole family serves.

We strive to raise and deliver resources, working with others, to provide the best assistance to serving and former sailors and marines and their families, with the aim of ensuring they feel valued and supported, at any stage of their lives. Our work helps the serving community including through improvements to amenities, efficiency, morale, welfare, sport and adventurous training as well as veterans and families in Need and dependents after bereavement.

Role

The role of the Facilities and Operations Coordinator will be a varied position and will interact with all departments of the charity. The role is a key support role within the Operations Department and will undertake a range of routine operational tasks as well as providing more detailed support to individual projects and work programmes within the department and charity wide, as and when needed.

Being the focal point for all Facilities and Building related issues, the individual will have a natural curiosity for problem solving. Relationship building with new and existing suppliers to ensure facilities are maintained to optimum standard to ensure smooth running of the business is crucial to the role. You will be required to have an ability to communicate and negotiate effectively to ensure the best value for money and legal compliance is achieved with all contracts, working within an allocated budget.

As the role is a varied one, it will appeal to someone who is an accomplished multi-tasker with attention to detail and proven project management abilities. The Royal Navy and Royal Marines Charity will be happy to support training for the role where required.

Job Specification

The role of the Facilities and Operations Coordinator is varied and touches all departments. The post holder is required to have excellent interpersonal skills, be diplomatic and approachable with a strong ability to communicate at all levels. They will be a confident self-starter able to adapt to a changing environment as the Charity grows. Due to the nature of the role problem solving skills and excellent judgement alongside a meticulous, accurate and disciplined approach to work is required. The Facilities and Operations Coordinator will also possess good organisational skills and be able to prioritise a varied and busy workload and deliver to deadlines.

The main responsibilities of the Facilities and Operations Coordinator are:

Asset/ Estate Management

- Manage the relationship between the charity and Maintenance Contractor, raising and supervising building maintenance defect work requests.
- Liaise with the HMS EXCELLENT support staff to ensure all requirements such as cleaning, waste management, recycling, etc. are regularly carried out.
- Attend regular HMS Excellent Safety Health Environment and Fire (SHEF) meetings and ensure implementation of MOD requirements.
- Maintain the Health and Safety and Fire logs of RNRMC Buildings, keeping them up to date and conforming to HSE and MOD Health and Safety Regulations.
- Be responsible for the charity's annual Health and Safety audit working with the Base Health and Safety officer.

- Responsible for the day-to-day buildings management.
- Be responsible for maintaining charity pool lease vehicles and relevant documentation. Manage staff usage in line with company policy.
- Be the point of contact for RNRMC regional office HUB landlords and tenants working to ensuring that the charities legal and other obligations are met.
- Responsible for keeping up to date records of charity assets and ensuring they are in good working condition, liaising with the Finance Dept.
- Responsible for utilities to the building (Telecoms, Gas, Water and Electric), taking regular meter readings and liaising with suppliers.

Information Technology

- Working with the IT Systems Admin Coordinator, ensure any audio visual/teleconferencing facilities are in place to facilitate meetings.
- Maintain a clean and effective Operations electronic file structure in TEAMS/sharepoint that is fit for purpose.
- Be responsible for uploading MOD Communications and Ops comms content to sharepoint or other appropriate channels.

Supplier Liaison

- Oversee routine contracts and review the department's contracts on a regular basis to ensure best value for money.
- Engage with new suppliers to negotiate and procure goods and services working within the charities financial rulebook.
- Ensure stocks of office and welfare supplies are kept at level required for day-to day business requirements.
- Work within agreed budget lines to ensure procurement of new equipment stays within budget regularly reporting to the Operations Manager to discuss any shortfalls within the budget.

Compliance

- Support the Ops Manager to maintain good GDPR standards within the charity.
- Be the Charity's Health and Safety Officer maintaining standards in accordance with latest legislation and good industry practice.
- Be a charity First Aider.

Project Support

- Provide general and logistical planning support to the Operations team, specifically supporting projects, events or large administrative tasks.

General Responsibilities

- Other general administrative tasks as may be required from time to time in support of other departments, e.g merchandise support and fulfilment.
- Contribute to team meetings and organisational priorities.
- Be proactive in keeping up to date with developments affecting the role.
- Carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post.

Person Specification		
	Essential	Desirable
Education		
Minimum of 5 GCSEs including Maths and English.	✓	
Minimum of 'A' level or equivalent standard education.		✓
IOSH Qualification		✓
First Aid Qualification		✓
Experience		
At least two years experience in an operational office role.	✓	
Able to demonstrate abilities to plan and execute an operational project.	✓	
Knowledge of H&S and GDPR legislation.	✓	
Proven competence in electronic information management.		✓
Computer literate; proficient in using Microsoft O365, Outlook, Word, PDF, PowerPoint, Excel and Cloud based communications	✓	
Knowledge		
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector.	✓	
Skills/ Aptitudes		
Full clean driving licence	✓	
Articulate with good presentation and communication skills	✓	
Flexibility and adaptability to juggle a range of different tasks and to meet deadlines.	✓	
Exceptional organisational skills.	✓	
Proven ability to take responsibility for tasks and use initiative and good judgment.	✓	
Ability to work both on own and as part of a wider team.	✓	
Ability and willingness to stay current with and implement H&S, GDPR and other relevant legislation.	✓	
Proven ability to be able to prioritise heavy and varied workload.	✓	
Show dedication to completing tasks, with minimal supervision and direction.	✓	
Possess appropriate right to work in the EU (i.e. EU national).	✓	