

Facilities Administrator
Reporting to Property Services Project Manager
Monday – Friday
40 hours between 8.30 – 18.00 (rota basis)
Birmingham, B1

Who are we?

Citibase offers a diverse and rapidly expanding nationwide network of business centres and has been going from strength to strength for 25 years to cement our position as The Property Manager for the New Economy.

We focus on giving entrepreneurs and businesses “Freedom at Work” and the independence, flexibility and support to create, grow and enjoy running their businesses in our centres.

We’re currently experiencing a sensational period of growth as we continue disrupting the office market and we’re seeking talented individuals to help us take our customer experience to the next level and build strong relationships in our neighbourhood.

Due to our expansion Citibase has an opportunity for an exceptional individual to take on the rewarding role of Facilities Administrator. This will be a new role within a new team based in our Birmingham Engine Room.

What will you do?

You will be responsible for ensuring that all reactive maintenance works are planned and arranged within an agreed service level agreement, managing the approved supplier list and general administration for works.

We want someone exceptional who is...

Action oriented to

- Coordinate reactive repairs for our network of centres via our approved suppliers
- Obtain quotes from approved suppliers for building works requested by the Area Managers / Commercial Development Managers
- Monitoring incoming emails / jobs and actioning as appropriate
- Using 3rd party / contractor systems to log and report jobs in a timely manner
- Communicating with centre teams to update them on the progress of reported issues
- Allocating jobs to sub-contractors with target completion dates in line with our agreed service level agreement.
- Ensuring all reactive works are completed on time and agreed to contractual standard
- Raising purchase orders for all works prior to the work commencing.
- Receipting goods orders and validating invoices in line with works completed.
- Planning repairs for out of hours works and emergencies
- Developing and maintaining excellent relationships with contractors
- Updating spreadsheets and other management information documents

- Working with the other administrators to support general administration including holiday and absence cover.
- Keeping the approved supplier list up to date
- Escalating disputes with centres / contractors through the relevant management channel
- Actively negotiating with suppliers and sub-contractors
- Organising recalls for works that are under warranty.
- Working with the other administrators to support general administration including holiday and absence cover.

Knowledge/Experience

- Minimum Grade C in English and Maths (or equivalent)
- Confident user of Microsoft office 365 (Word, Excel and Outlook)
- Some maintenance administration would be advantageous but not essential as full training will be given

Key skills/behaviours required for this role:

- Professional manner
- Excellent telephone manner
- Building customer relationships
- Excellent communicator
- Great attention to detail
- Organisational skills
- Tenacious
- Resilient and embraces change
- Influencing
- Building stakeholder relationships

What will we offer you?

- Up to £21,000 per annum
- 40 hours worked Monday to Friday between 8:30am – 18:00pm
- Pension scheme
- 28 holidays (Including public Bank Holidays)
- Ride to Work scheme
- Training and Development opportunities