

Operational / External Title: Facilities Officer

Internal Role Title:	Facilities Officer
Date of JD Review:	January 2026
Department:	People, transformation & Culture
Team:	Facilities Management (FM)
Tenure:	Part time-15 hours & Permanent
Band & Range:	Band B
Location:	Chard, In-Office
Reports to:	Facilities Manager
DBS check required:	Yes [DBS Roles]
Role requires travel:	Yes
Budget Holder	Yes
Direct Reports:	Yes
Indirect Reports:	Yes
Dotted line reports:	Yes
Does This role require international Travel:	No
Internal Key Contacts: Facilities team, Chard based employees, Data Protection Officer, All staff, IT & Infrastructure team	
External Key Contacts: FM suppliers, engineers / contractors	

Purpose Of the Role:

To manage the office environment, provide organisational, facilities support and assistance including travel and to ensure a safe, secure, values aligned, resilient and cost-effective working environment for Chard office with remote support from London office. The Administration and Facilities Officer has a range of responsibilities

which includes (but is not limited to) the following:

Main Accountabilities:

Team Working

- Engage with and demonstrate commitment to AAUK's mission, vision, values and strategic aims, and 'My Feminist Behaviours' (including adherence to our Code of Conduct).
- To undertake any other duties, appropriate to the level in accordance with agreed procedures and guidelines.
- Proactively engage with the performance development approach, taking responsibility for seeking appropriate development opportunities and taking part in learning.
- Provide administrative support to the department and others as required.
- At times it might be expected that the Administration and Facilities Officer in Chard will remotely cover the Facilities Officer in London.
- Engage with and demonstrate commitment to AAUK's mission, vision, values and strategic aims, ensuring alignment with the team's vision and objectives, and act as the face of AAUK to visitors and staff, embodying our behaviours and values.
- Monitor on a daily basis the FM Helpdesk and direct and respond to enquires in an effective way.
- Actively identify and communicate any risks and opportunities that may impact service delivery, taking appropriate actions to minimise adverse impacts.
- Effectively represent the team to key stakeholders and actively contribute as a member of the Facilities team in learning.
- Attend mandatory meetings and All staff days in order to foster collaboration and learning...

Travel and Security

- Support the Facilities and Security Manager in collecting information on yearly renewals of travel and office insurance.

- Coordinate with the London FM Team in booking travel and accommodation for staff and external people if needed.
- Ensure that travel service suppliers always deliver best value through active contract management.
- Actively support the Security Focal Person and Security team to ensure safe travel for all ActionAid Staff.

Facilities and office environment

- Deliver services within SLA's and approved processes, prioritising and ensuring value-added service to all customers, escalating persistent non-compliance
- Check and maintain a clean, healthy, safe and professional office environment for all staff, which reflects the organisations values and compliance with Health and Safety and legal obligations, including coordinating engineers and contractors so that issues are either fixed or improved in a timely fashion.
- Continually improve service from the FM team based on regular and proactively sought feedback.
- Ensure the office environment is secure, and access to the building is managed well.
- Look after all FM equipment, ensuring it is secure, well maintained and meets all legal requirements (e.g. PAT tested); and maintain the asset register, ensuring that systems are updated in the event of any losses.
- Ensure the office environment is secure, and access to the building is managed well.
- Be the main contact with the cleaning company to ensure the office is properly maintained. To set up the service levels against which we can monitor levels of cleanliness, disposal of rubbish / waste, and recycling.
- Liaise with and support the cleaner with any supplies needed to ensure a clean working environment.
- Movement of deliveries to desired locations around the office.
- Manage good working relationships with FM supplier contracts, gathering and analysing information to help reduce costs and get best value for money.
- Arrange for confidential waste and recycling for the office.
- Ensure the right equipment is available to assist with the movement of deliveries to desired locations around the office.
- Respectfully challenge behaviour detrimental to the desired office environment, ensuring that issues are escalated appropriately.
- Oversee repairs/breakdowns of office equipment, lift, boiler, dishwasher and all facilities related equipment. Attending the premises out of hours if needed.

- Be the first point of contact for all staff (external and internal) and arrange access for out of hours work for contractors.
- Provide all contractors with necessary assistance and guidance to what is required of them to complete the job
- Assist with fire and building safety emergency and evacuation procedures.
- Carry out meter readings to ensure correct invoicing and payments.
- Ensure that suppliers always deliver best values through active contract management.
- Actively support the ActionAid staff to ensure safe working practices and continuously promote a safe working environment.
- Continue to build and maintain a good working relationship with the building LL and Freedom Leisure

Administration and Reception

- Process all outgoing mail efficiently and cost effectively keeping cross charging spreadsheets, using Royal Mail services OBA an Click an Drop etc.
- Provide all visitors with necessary assistance and guidance including but not limited to logistical and accommodation support, equipment, space, communications, and information, to ensure that their stay is productive, safe and enjoyable.
- To distribute and display information of general interest to staff around the office, notice board.
- To manage the FM Helpdesk email address together with the London FM Team
- Ensure general items of stationery and office supplies are ordered at regular intervals in a timely manner.
- To ensure an adequate supply of tea, coffee, milk sugar, handwash, and washing liquid is available for use.
- During team absences cover the general phone ensuring calls are answered efficiently and properly directed and messages taken and forwarded appropriately.
- Working alongside colleagues ensuring a professional, courteous and welcoming initial point of contact for all visitors to the office.
- Conduct induction for all new staff and inform on Health and Safety, Fire evacuations procedures.
- Ensure efficient business systems are in place and followed for mail, courier, stationery, office supplies and consumables that evidence best value for AAUK.
- Organise and coordinate all organizational events with the team such as; staff days, summer and end of year parties..
- Work with the IT department to issue equipment to new joiners & employees

EXPERIENCE, KNOWLEDGE & EXPERTISE

Essential Criteria:

- Commitment to AA's vision, mission and values, including a commitment to feminist principles, safeguarding, and working in an organisation committed to working for the rights of women and girls.
- Commitment to AA's values of Equality, Diversity & Inclusion and upholding the values of becoming an anti-racist decolonised INGO.
- ActionAid UK is committed to preventing any form of sexual harassment, exploitation, and abuse (including child abuse and adult at-risk abuse) and responding robustly when these harms take place. We expect all ActionAid UK Staff and ActionAid UK Associated Personnel to share this commitment.
- Commitment to continually improving your digital skills and knowledge within the working environment.
- Commitment to AAUK's Data Protection & Processing Policy and ability to comply with Data protection legislation and best practice in data management and processing.
- Proven experience in the delivery of a professional FM service within a similar environment showing commitment to customer service and the ability to foster a customer service ethos amongst colleagues
- Technical expertise in office maintenance – repairs and renovation/enhancement
- Day to Day management of supplier relationships, placing orders and managing associated financial processes
- Able to identify and mitigate business risks effectively
- Experience of First Aid / being a Fire Warden.
- Experience of manual handling
- Ability to multi task, ensuring day to day activities undertaken whilst driving forward
- longer term projects like staff requirements.
- Ability to work under pressure and to deadlines.
- Ability to use initiative whilst remaining accountable, and to seek clarification and support when necessary.
- Good organisational skills, able to prioritise so that SLAs and stakeholder expectations are met.
- Ability to work and remain calm under pressure.
- Proactive – looking for ways of improving the office environment aligned to the organisation's strategy and culture.

Desirable Criteria:

- Experience of living and working in the “Global South”, especially regions where we are funding programmes & projects
- Experience of working for an INGO
- Experience of asset management
- Ability to influence individuals at all levels to adhere to policies and procedure
- Experience of maintaining office environments in accordance with Health and Safety regulations - IOSH qualification
- Experience in lone working and in having remote support

It is expected that everyone at ActionAid UK will work to support and strengthen our desired culture of being bold, connected, diverse, optimistic, open and respectful through the way they approach and deliver their work by:

- Being accountable and responsible – your individual way of working
- Being innovative and collaborative – how you get things done
- Being empowering and trusting – how you build and sustain relationships.