

# JOB DESCRIPTION



|               |                        |
|---------------|------------------------|
| JOB TITLE     | Facilities Coordinator |
| DATE          | June 2026              |
| DIVISION      | Public FM              |
| SITE / OFFICE |                        |
| REPORTS TO    |                        |

## ROLE OVERVIEW

As a Facilities Coordinator at OCS, you will play a key role in supporting the delivery of high-quality facilities management services across sites throughout the Yorkshire region. Covering locations across Sheffield, Leeds, and Wakefield, you will work closely with the Facilities Manager and wider contract team to ensure the effective delivery of soft services, including cleaning, portage, reception, accommodation, and helpdesk operations. You will be responsible for maintaining service excellence, supporting contract performance, and building strong relationships with clients and stakeholders.

## KEY TASKS & RESPONSIBILITIES

- Monitor and manage the performance of cleaning, portage, reception, helpdesk, and accommodation services to ensure contractual KPIs and SLAs are achieved.
- Coordinate day-to-day operational activities across multiple sites, ensuring service delivery remains efficient and compliant.
- Support the management of in-house teams, including workforce planning, staffing levels, recruitment, onboarding, and employee engagement.
- Act as a key point of contact for clients and stakeholders, providing professional and proactive communication, particularly in the absence of the Facilities Manager.
- Assist in maintaining strong client relationships through responsive service delivery and effective issue resolution.
- Support contract compliance through the completion and maintenance of documentation, audits, records, and performance reporting.
- Oversee helpdesk operations, ensuring service requests are logged, monitored, and completed within agreed timescales.

- Analyse service delivery data and produce reports to identify trends, support decision-making, and drive continuous improvement initiatives.
- Work collaboratively with the wider contract team to maintain service standards and achieve operational objectives.
- Ensure all activities are carried out in accordance with company policies, procedures, and health and safety requirements.

## QUALIFICATIONS, SKILLS & EXPERIENCE

- Must have Right to Work in the UK and willingness to undertake a DBS.
- Proven experience managing soft services within a facilities management or service delivery environment.
- Experience supervising operational teams and coordinating service delivery across multiple workstreams.
- Strong organisational skills with the ability to manage competing priorities and maintain high service standards.
- Excellent communication and interpersonal skills, with the ability to build and maintain positive client relationships.
- Strong IT skills, including experience using Microsoft Office applications and reporting systems.
- Ability to analyse operational data and produce accurate management reports.

### Desirable:

- Experience working within a multi-site facilities management contract.
- Knowledge of helpdesk systems, CAFM platforms, and service management processes.
- Familiarity with recruitment activities, disciplinary procedures, and general HR practices.
- Experience supporting audits, compliance requirements, and continuous improvement initiatives.
- Understanding of KPI and SLA management within a facilities management environment.

## WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

## ACCEPTANCE OF ROLE

### Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

### AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: