

## Job Description

### Operations Support Coordinator

<b>Department</b>	Facilities
<b>Grade</b>	Operational
<b>Contract Type</b>	Permanent
<b>Working Hours</b>	37 (job share will be considered)

#### About us:

The Babraham Research Campus is considered to be the UK's leading campus to support early-stage bioscience enterprise. World-class research and business come together to promote innovation and strengthen links between academia and the commercial world.

Babraham Bioscience Technologies (BBT) is the company that manages and develops the Babraham Research Campus, supporting and promoting the regional and UK bioscience ecosystem. It has responsibility for the administration and commercial development of the site for the benefit of all the tenant companies including the Babraham Institute. The Campus provides emerging and growing biotech companies laboratory and office space together with access to outstanding scientific facilities in an ideal geographical location at the core of the Cambridge cluster.

The Campus is situated on an attractive 430-acre parkland estate, seven miles southwest of Cambridge City Centre. The campus blends modern laboratory facilities with historic buildings in a spacious, beautifully landscaped setting. The campus offers the companies excellent amenities: fully equipped meeting rooms and conferencing facilities, bar, coffee shop and refectory, a sports and social club, gym, tennis court and football pitch. A large component of the estate grounds including the wood, grass, grazing meadows and parkland are opened for both the campus and the wider community to walk through and use.

#### Job Profile Summary

The Operational Support Coordinator will provide both reactive and proactive support services to Campus Tenants. This will include monitoring and managing tasks on the Operations Helpdesk, staffing reception, booking in contractors, issuing keys and access passes, taking calls and directing visitors. This is a permanent role working in a busy team and requires an enthusiastic outlook, self-confident attitude and someone who can use their initiative to solve problems.

#### Key areas of Responsibility

- Act as one of the main point of contact on a busy property and operations helpdesk with enquiries coming through via phone, email and a self-service web portal. Logging and responding to issues within a timely manner, escalating to the appropriate Operations team as required ensuring Service Level Agreements are met. Allocating jobs and ensuring they are tracked, completed, and that all details are recorded for future reference.
- Provide cover on the Campus reception between the hours of 08:00-17:00, assisting visitors, booking in contractors and taking calls which come through to the reception.

- Order materials for engineering staff and consumables for the buildings in a timely fashion carrying out regular stock checks to avoid shortages.
- Attend meetings as required; this may involve taking brief action notes at times.
- Assisting with the arrangement of works in tenant areas, coordinating access, shut-downs and permit to works to ensure works are carried out safely minimising disruption to those effected.
- Arrange, and on occasion conduct, training. Scheduling in meeting rooms, booking catering and advertising the events.
- To carry out planned checks on assets and specific services provided, to monitor usage, ensure they are operating efficiently and improve the service to assist with the delivery of our SLA to tenants.
- Assist with the collection of customers contact and compliance details along with contractor's compliance information.
- Assisting with the management of contractors by signing them in and out, providing inductions, and issuing keys and passes in accordance with the contractor policy.
- Continuously look to improve and develop processes and service to maximise the efficiency and to improve the Campus.
- Establish and maintain effective liaison between the Operations teams, colleagues and tenants across the campus.
- Promote highest possible level of customer care at all times.

This list is not exhaustive, and the successful candidate would be expected to undertake reasonable additional duties in support of the site operations as and when required, especially in the event of major incidents that have the potential to endanger the life, building or reputation.

#### **Internal relationships**

- All managers, employees, tenants

#### **External Relationships**

- Contractors

## Person Specification

Criteria	Essential (✓)	Desirable (✓)	Shortlisting (please indicate the specific criterion that can be shortlisted) (✓)
<b>Education and Qualifications</b>			
GCSE (or equivalent) in English and maths, grade C or above	✓		✓
<b>Experience</b>			
Experience and knowledge of working on a busy Helpdesk or reception is essential.	✓		✓
Previous experience within a facilities management/office services environment		✓	
<b>Personal Skills/Abilities</b>			
Good record keeping skills and a high level of attention to detail	✓		
Good interpersonal and communication skills	✓		
Great customer service skills with the ability to have empathy for the customers situation	✓		✓
Experience in Concept Evolution CAFM system		✓	✓
Proficient use of Microsoft Office applications – Excel, Word and Outlook	✓		✓
Ability to work on own initiative and within a busy work environment	✓		
Ability to work as part of a team	✓		
Good standard of numeracy and literacy	✓		
Strong administrative skills coupled with the ability to deal with clients/customers of all levels either face to face, via email or phone	✓		✓
Flexible and willing approach to work	✓		
Excellent organisational skills with the ability to prioritise tasks	✓		
An appreciation and commitment to Health and Safety		✓	
Dedicated and passionate about delivering the best for customers	✓		
Willingly provides assistance/support to others	✓		
<b>Additional Requirements</b>			
Able to work on a non-smoking Campus	✓		✓
Willing to travel for work if required		✓	
Willing to act as an out of hours emergency contact on occasion		✓	
Clean valid driving British driving licence		✓	