

	Job Description	
	Role	Workplace & Facilities Support Coordinator
	Department	Customer
	Reporting line	Head of Customer Relationships

AFM is recognised as a market leader in the field of Facilities Management. Our mission is to foster long-term strategic partnerships with our customer and suppliers through the delivery of high quality services.

Role Purpose

To support the efficient and customer-focused delivery of a high-quality front-of-house, workplace, and facilities service, ensuring a professional customer experience and the smooth day-to-day operation of the workplace.

The role provides flexible support across reception, administrative, and facilities management functions, contributing to consistent service delivery across all sites, including providing cover for colleagues as required to maintain uninterrupted service.

Key Responsibilities

Front-of-House & Customer Experience

- Manage the reception area, ensuring a professional and welcoming environment at all times
- Coordinate meeting rooms, including bookings, set-up, catering, and readiness for use
- Liaise with internal stakeholders regarding client visits, room requirements, and hospitality needs
- Maintain high standards of presentation in reception, meeting rooms, and workplace areas

Workplace & Facilities Management

- Liaise with facilities management providers and landlords on building services, maintenance, and compliance matters
- Carry out routine building checks and report or resolve faults as required
- Support management of health & safety, fire safety, and security systems, including registers and compliance checks
- Oversee contractor access, ensuring compliance with site procedures and supervision requirements
- Support water hygiene, air quality testing, and other compliance-related activities

Administration & Operational Support

- Manage incoming and outgoing mail, courier services, and document handling processes
- Maintain records, logs, and reporting processes (e.g. mail, taxis, facilities, and compliance)
- Support procurement and stock management (e.g. stationery, consumables, catering supplies)
- Coordinate archiving and confidential waste processes with external providers
- Provide general administrative support to the wider team as required

Security, Safety & Compliance

- Support access control and security management across the site
- Act as Fire Evacuation Warden and support emergency procedures
- Participate in emergency call-out and incident response activities
- Assist with audits, security reviews, and occupancy checks

Continuous Improvement & Team Support

- Contribute to improving processes and service delivery through proactive suggestions and implementation of improvements
- Provide cover across reception and facilities functions as required
- Support team operations during periods of absence or increased demand
- Undertake ad-hoc tasks as directed by management

Skills & Experience

- Strong interpersonal and customer service skills
- Ability to communicate effectively with internal and external stakeholders
- Good organisational and administrative capability
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Ability to work independently and as part of a team

Knowledge & Competencies

- Understanding of facilities management practices
- Awareness of health & safety, fire safety, and security procedures
- Experience of administrative and operational processes
- Ability to manage multiple tasks in a dynamic environment

General Requirements

- Flexible and adaptable, with a willingness to take on a broad range of tasks as required
- Physically fit, capable of manual handling duties, and confident using steps and ladders safely
- Able to work independently, using initiative with minimal supervision
- Holds a clean, full driving licence