
Job Description

Facilities & Office Support Administrator

Location: Fulham, London.
Job Role: Full time, office-based, permanent
Line Manager: Facilities & Office Support Manager
Direct Reports: None
Salary: £29,320 - £30,652

About The Stoll Foundation

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

The Role:

To provide an excellent customer service role on reception and via a central telephony provision across all supported housing sites. Delivering high-quality office admin support that contribute to resident wellbeing and business efficiency, whilst ensuring compliance with health and safety standards.

Key Responsibilities:

Administrative Duties:

- Provide face-to-face reception services and first-contact support to residents, visitors and contractors.
- Manage office supplies, equipment, and administrative systems.
- Maintain accurate records and logs, as directed by your line manager.
- Support the processing of housing-related documentation and the onsite-delivery of these to tenants.
- Process incoming mail in line The Foundation's policy and data protection principles.
- Prepare purchase orders (PO) and send to suppliers.
- Organise supplier invoice approvals/authorisations as directed by your line manager.

Data Integrity:

- Input data to a variety of databases and spreadsheets efficiently and accurately, in line with procedures, internal controls, and financial standards.
- In collaboration with housing, support and finance, gather, compile, and validate data from various sources, to ensure the business systems are updated with the latest information and then report any errors to your line manager.
- Cleanse data to identify and handle missing or inconsistent information, producing weekly/monthly reports as required.

Facilities Management:

- Working with the Property team, support contractors and service providers during on-site visits and works.
- When not on reception, monitor non-residential communal areas and ensure they are safe, clean, and welcoming.
- Assist with internal office moves, refurbishments, and space planning.

Compliance & Safety:

- Assist your line manager in ensuring non-residential areas meet health and safety, fire safety, and environmental standards.
- Support the implementation of emergency procedures.
- Act as one of the designated **First Aiders** and **Fire Wardens** for The Foundation.
- Within the Business Services remit, maintain documentation for audits and inspections.

Resident & Staff Liaison:

- Promote a positive and respectful environment for vulnerable residents acting as their first point of contact for queries.
- Work collaboratively with your wider-team, housing, property, support staff, and external contractors.
- Promote a positive and respectful environment for vulnerable residents.

Working in a team and with others:

- Contribute positively to working in a team and across Stoll to deliver quality services to tenants.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Provide cover when other staff are unavailable to ensure key areas of services are maintained.
- Liaise and work with other agencies including housing, health and social care professionals as required.
- Act in a professional manner while on duty and when representing Stoll.

Financial control :

- Work within established budgets and maintain accurate financial records.

Record keeping and data management:

- Maintain confidentiality of records and information relating to tenants in accordance with Stoll's Data Protection policy and procedures.

Quality and regulatory compliance:

- Understand the legal framework in which The Foundation provides housing and support to tenants and residents.
- Continuously look to improve the quality of services, responding positively to customer feedback and complaints

Health and Safety:

- Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

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- Work in accordance with safeguarding best practice, following The Foundation's policy and procedures.

Equality and diversity:

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

Other:

- Provide cover for colleagues to ensure a continuous, responsive service.
- Undertake other duties as may be required from time to time in keeping with the responsibility of the post, as required by your line manager or team director.

Person Specification

Facilities and Office Support Administrator

Experience:

- Experience in reception cover, facilities and administrative support, ideally within a housing charity, care, or community services (Essential).
- Ability to work independently and as part of a team.

Skills and Knowledge:

- Working knowledge of health and safety standards (Essential).
- Strong organisational and communication skills.
- High level of IT literacy, and proficiency in Microsoft Office 365, housing and property management systems. (Essential).
- Exceptional organisational skills with high attention to detail with documentation. (Essential).
- Ability to manage multiple priorities and work under pressure. (Essential).

Education and Qualifications:

- GCSEs (or equivalent) in English and Maths.
- Health & Safety awareness training (Essential).
- Facilities or property management certification (e.g., IOSH, BIFM) (Desirable).
- First Aid qualification (Essential)

Core Competencies:

- *Customer Focus:* Understands the needs of vulnerable veterans and ensures service excellence.
- *Teamwork:* Collaborates across departments and models “mucking in” spirit.
- *Communication:* Conveys information clearly and confidently to varied audiences.
- *Equality & Diversity:* Upholds and promotes a respectful, inclusive environment.
- *Health & Safety Awareness:* Understands and implements safe practices and safeguarding protocols.
- *Delivers a High Quality of Work:* Produces accurate, thorough, and professional work; plans and manages own workload, working flexibly to meet changing work priorities and demands; maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance; delivers tasks set through planning and supervision; takes responsibility for own work, including errors; and, utilises Stoll IT systems to manage emails, calendars and data effectively.

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: