

Job/Role Title	Corporate Service Assistant
Division	Finance & Technology
Grade	C
Location	London
Responsible to	Director of Financial Management

Role Purpose:

Provide coordination of a professional and efficient range of office services and support office initiatives in the London Office.

Key Tasks:

- Ensure that an efficient and effective level of office services is provided to London Office divisions and teams.
- Coordinate and allocate the use of office space in the London Office to ensure that a cost-effective and efficient use of the available resources is achieved.
- Maintain a system for allocation of meeting rooms, ensuring that these are prepared in advance as appropriate.
- Provide reception and telephone answering cover.
- Maintain a system for telephone monitoring, processing charges, and ensure that these are posted and paid in a timely manner.
- Act as the main day-to-day contact point between London office and office service providers (cleaning company, security, maintenance providers, managing agents etc) ensuring that daily cleaning and maintenance of the offices is undertaken to a high standard.
- Arrange and supervise maintenance work in the building. Ensures that where work is necessary, the tender process is followed and the work undertaken is of a high standard and consistent with any contract terms.
- Follow up and ensure all council taxes are paid on time.
- Input into negotiations for supplies for office services with suppliers, including services such as vending machines, refreshments supplies, stationery, and postal services.
- Maintain a key cabinet and a system for issuing and controlling security passes to staff/ vendors/ consultants approved to work in/visit the London Office.
- Maintain security camera logs and act as a police focal point in the case of any incident in the London Office.
- Ensure that Health and Safety and Fire Programme and Guidelines are being addressed within London. Assist with the regular review and inspection of the London Office for this purpose.
- Prepare payment requisitions for all items of office expenditure, ensuring that systems are in place to re-charge costs to departmental budgets where necessary.
- Assist in the preparation and monitoring of the office services budgets.
- Maintain relationship with service providers (including brokers) for ongoing management of the IPPF. apartment at 4 Newhams' Row.
- Ensure the effective and efficient production, storage and distribution of printed materials.
- Provide backup support for both HR and Finance within the London office.
- Maintain the fixed asset register for the London Office and undertake regular physical verification checks to ensure that the assets in the register are accurate and complete.
- Undertake any other reasonable duties as may be requested from time to time.
- Ensure gender is effectively mainstreamed within the remit of the post and in line with IPPF's Gender Equality Policy.
- Build and maintain positive working relationships with all members of staff and contacts within and outside the Federation.
- Do everything possible to ensure a healthy and safe working environment, including following instructions and guidance.

Responsibilities:

- No Staff responsibilities.
- Responsible for London Office cash collection from vending machines, and maintenance of small stamp float.
- Responsible for dealing with all Office services payment requisitions.
- Act as a fire and health and safety warden.
- Works alongside the finance staff for processing admin-related payments for London and its affiliate offices and maintains a fixed asset register.
- Advises all staff on office service matters.
- Acts as a key contact point for emergency and out-of-hours matters.
- Support and enable a safe environment, adhering to the safeguarding reporting and monitoring requirements of this role.

Education & Qualifications:

- Educated to A level standard or equivalent standard of education.

Proven Ability:

- Consistent application in office services work, including financial tasks.

Skills:

- Flexible - team player.
- Good communication and interpersonal skills.
- Basic understanding of health and safety requirements.
- Must be an effective team player working across teams and divisions and undertaking varied roles within the administrative function.
- Good time management and organisational skills are required to prioritise workload and deal with conflicting and challenging schedules.
- Good IT skills – Microsoft Word, Outlook (or equivalent) Excel, Internet.
- Ability to take initiative and work independently.
- Good problem-solving skills.
- Fluent English is essential.

Personal Competence.

- Tactful, diplomatic and confidential. Cultural sensitivity.
- Level-headed and flexible – remains calm and focused in testing situations.
- Willing to work outside normal office hours (on occasion) and to act as an out of hours contact for the office.

Your Ethos:

- Demonstrate an understanding of and commitment to safeguarding in a local and international context.
- Demonstrates ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others.
- An intersectional (pro) feminist passionate about sexual reproductive health care rights + justice, including safe abortion.
- Supportive of people's rights regardless of sexuality or gender identity/expression and supportive of worker's rights and access to health care in sex work.

IPPF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers, contractors and partners to share this commitment. Anyone employed with IPPF agrees to sign and adhere to IPPF's Code of Conduct and Safeguarding (Children and Vulnerable Adults) Policy.