

## HR FORMS

# VACANCY - OFFICE FACILITIES ASSISTANT

2023

### About Curtis Banks

We are a leading provider and administrator of self-invested personal pensions (SIPPS), part of Curtis Banks Ltd, based in one office on Princes Street, Ipswich just a 5 minute walk from the railway station. Our employees are a mix of all ages and a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit [curtisbanks.co.uk](http://curtisbanks.co.uk) or find us on LinkedIn and Facebook.

### About this vacancy

- The successful candidate will be required to perform a number of administrative tasks within the team. The successful candidate will possess excellent communication skills, good attention to detail and be a team player.

Job title:	Office Facilities Assistant	Closing date	10 November 2023
Grade	2	Salary range:	£23,000
Full/part time:	Full Time	Contract:	Permanent
Hiring manager:	Brian Ward		

### Principal accountabilities:

- Undertake a broad range of clerical and administrative duties within the department and in support of Office Management, to include aspects of facilities management, purchasing, archive management, rail bookings, health & safety support, environmental management and other responsibilities within Facilities and Office Management
- Assisting Office Manager with Facility and Health & Safety tasks
- Answering and directing incoming calls to correct members of staff /departments promptly and professionally
- Keeping the reception area, post room, kitchens, meeting rooms and key facilities tidy, replenished and ready for use/ facility set up
- Preparing the outgoing post for collection, including, specials and dealing with couriers

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## Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent)) to include English and Maths (essential)

## Knowledge

- Excellent customer service skills
- Previous customer service experience

## Skills

- Excellent ability to communicate effectively
- Good people skills and customer service skills to work effectively with internal and external customers
- Ability to work well on own initiative and in a team.
- Customer service experience
- Professional telephone handling skills

## Consumer Duty

The FCA requires that “a firm must act to deliver good outcomes for retail customers”. At Curtis Banks we act in good faith and avoid foreseeable harm toward our retail customers. We enable and support our customers to pursue their financial objectives.

We ensure our products and services are fit for purpose. We ensure the price & value is fair. We equip our customers to make effective decisions through our clear communications. We provide a helpful customer service that is responsive and accessible.

You play an important part in helping us deliver good outcomes to our customers by:

- Ensuring that you fully understand what Consumer Duty is and how it applies to your role at Curtis Banks
- Complying with Consumer Duty in all circumstances
- Always acting to deliver good outcomes for all of our customers
- Always doing your utmost to avoid foreseeable harm and safeguard vulnerable customers
- Demonstrating how you meet good customer outcomes