**Role:** Office & Facilities Support

**Location:** Birmingham (we offer hybrid working)

**Full Time or Part Time:** Full Time

**Directorate:** Corporate Services (Operations)

**Company Overview:**

Ardent is the UK’s leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992, we are a high-growth business, that has doubled in size to c. 200 people during the past 3 years, and our client portfolio includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland’s net zero agenda, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes for the people who need them most.

We are problem-solvers, can-doers and solution-drivers working collaboratively with our clients to provide proactive and strategic advice to identify and mitigate risks, deliver efficiencies and, ultimately, achieve deliverable consents and build projects that positively impact people’s lives and the world that we live in.

**Role Purpose**

To provide seamless operational and administrative office support, ensuring the environment is safe, professional, welcoming, and well-maintained. The role includes front-of-house responsibilities, general administrative support to local teams, and accurate reporting related to facilities, supplies, and health & safety. Alongside this role, there is an extended requirement for an executive assistant to members of the Executive Leadership team.

**What will you be doing:**

**Executive Assistant**

* Support executive decision-making by efficiently filtering communications, summarising key inputs, and ensuring members of the ELT are fully prepared and informed.
* Proactively manage schedules for members of the ELT, balancing strategic priorities, internal briefings, and external commitments to maximise productivity.
* Handle confidential and sensitive information with discretion, ensuring secure management of communications and documents.
* Preparing and distributing meeting papers, taking minutes, and ensuring follow-up on actions.

**Office & Facilities Operations**

* Act as the go-to person for all day-to-day office queries and requests.
* Maintain a clean, organised, and professional working environment.
* Liaise with external vendors, contractors, landlord to ensure timely and high-quality service delivery.
* Monitor office supplies and manage procurement and stock levels efficiently.
* Support the implementation of facilities processes and health & safety procedures under the direction of the Facilities & IT Lead
* Regular office auditing of equipment and ensuring reporting procedures are followed where needed.

**Front of House / Reception Duties**

* Be the first point of contact for all visitors and people in the office.
* Manage the visitor sign-in process and ensure a professional and friendly welcome. Ensure card access is readily available where needed
* Handle incoming post and deliveries and maintain tidy communal spaces (reception, meeting rooms, kitchens).

**Administrative Support**

* Provide admin support to local office-based teams as needed (e.g. room bookings, printing, document collation).
* Organise team meetings and assist with logistics for internal events.
* Support diary coordination and general admin for the ELT or others in the team if requested.
* Be the point of contact for new starters, provide office inductions and assist where required.

**Reporting & Documentation**

* Assist with the preparation of accurate and timely reports related to office usage, supplies, incidents, and maintenance.
* Record and log facilities, IT and H&S issues for escalation and resolution.
* Contribute to internal reporting and audits as required by the Facilities & IT function.

**Skills / Experience Required**

**Essential**

* Previous experience in an executive assistant, office support, facilities assistant, or front-of-house role.
* Strong administrative and coordination skills.
* Expertise in digital tools (e.g., Outlook, Teams, SharePoint, MS Word, Excel and PowerPoint).
* Comfortable working in the office, at least 60% of the time.

**Desirable**

* Experience in a professional services environment.
* First aid or fire marshal training (or willingness to complete).
* Exposure to basic H&S or facilities processes.

**Behavioural Skills Required (Based on our Values) :**

* **Thirst for Knowledge** *(We embrace opportunities to learn and improve for personal and professional growth)*
* **Own It** *(We do what we say we will)*
* **Be the Difference** *(Focus energy to make things happen*
* **Enjoy the Journey** *(Have fun, be engaged and be proud to be Ardent)*
* **Adapt** *(We drive change and innovation to deliver growth and new opportunities in an ever-changing world)*

*Ardent is an equal opportunities employer that is committed to inclusion and diversity. We positively encourage applications from suitably qualified and eligible candidates regardless of race, colour, religion or belief, age, sexual orientation, gender identity/expression, disability status or other legally protected characteristics.*

With people at the core of our business, we offer employees an unrivalled career opportunity rather than simply a job. In a fast growing organisation, we train, develop and support our staff to grow and achieve their career goals. This is supported by a number of initiatives to look after the wellbeing of our employees whilst allowing employees to work flexibility and maintain a positive work life balance.

We offer an attractive benefits package to include :-

* Hybrid working
* Smart Working Policy
* Medical health plan
* Career progression
* Coaching
* Cycle to Work
* Electric Car Scheme
* Enhanced maternity and paternity pay

For more information, please see our services page on our website at [www.ardent-management.com](http://www.ardent-management.com)

Interested? Get in touch!

Should you be interested in hearing more about the position or wish to send your cv in to [people@ardent-management.com](mailto:people@ardent-management.com) or contact Savanna Poselay via [savannaposelay@ardent-management.com](mailto:savannaposelay@ardent-management.com)