

## Job Description

### Role Information

Job Title	Office & Facilities Support
Division	Business Delivery
Location (supported by Hybrid Working)	Leeds
Full Time or Part Time	Full Time

### 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 with a client portfolio that 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 and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

## Role Purpose

Our Ardent purpose is - Delivering life improving change for communities and future generations.

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.

## Values Alignment & Shared Commitment

The Office & Facilities Support is an ambassador of the Ardent values, promoting a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

### **Ardent Values**

Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve

Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value

Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out

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

## Key Accountabilities, Responsibilities & Outcomes

Accountabilities and / or Responsibilities	Outcome
<p><b>Executive Assistant:</b></p> <ul style="list-style-type: none"> <li>- Provide proactive support to SLG, including diary management and preparation of key documents.</li> <li>- Support diary coordination and general admin for the or others in the team if requested.</li> </ul>	<p>SLG supported effectively and confidential matters handled professionally.</p> <p>Optimised leadership time and productivity SLG (Senior Leadership Group) members have well-managed diaries, allowing them to focus on high-priority work and strategic decisions.</p> <p>Proactive and anticipatory support Needs of SLG are anticipated in advance (e.g. prep materials, scheduling), reducing last-minute issues and improving efficiency.</p> <p>High-quality meeting and document preparation Key documents are accurate, well-organised, and delivered on time, enabling effective decision-making.</p> <p>Seamless coordination of schedules Meetings are arranged efficiently with minimal conflicts, ensuring smooth collaboration across teams.</p> <p>Reliable administrative support across the team Wider team members receive consistent and dependable admin assistance when required, improving overall workflow.</p> <p>Improved communication and alignment Clear coordination of diaries and tasks helps ensure stakeholders are aligned and informed.</p>

<p><b>Office &amp; Facilities Operations:</b></p> <ul style="list-style-type: none"> <li>- Maintain a professional, safe and well-organised office environment.</li> <li>- Front of House: Welcome visitors and manage reception duties</li> <li>- Coordinate with vendors and manage office supplies.</li> <li>- Liaise with external vendors, contractors, landlord to ensure timely and high-quality service delivery</li> <li>- Monitor office supplies and manage procurement and stock levels efficiently</li> <li>- Support the implementation of facilities processes and health &amp; safety procedures under the direction of the Facilities &amp; IT Lead</li> <li>- Regular office auditing of equipment and ensuring reporting procedures are followed where needed.</li> </ul>	<p>Office environment consistently safe, organised and operational</p> <p>Visitors experience a professional and welcoming environment</p> <p>Supplies managed efficiently and vendor services delivered on time</p> <p>Professional, safe, and well-functioning workplace The office environment is consistently clean, organised, compliant with health &amp; safety standards, and conducive to productivity.</p> <p>Positive visitor and staff experience Reception runs smoothly, ensuring all visitors are welcomed professionally and staff interactions are efficient.</p> <p>Reliable vendor and contractor performance External suppliers and contractors deliver services on time and to the expected quality, with minimal disruption to operations.</p> <p>Efficient supply and resource management Office supplies are always adequately stocked without over-ordering, reducing waste and avoiding shortages.</p> <p>Cost-effective procurement processes Purchasing is managed efficiently, ensuring value for money and adherence to budget expectations.</p> <p>Strong facilities and compliance standards Health &amp; safety procedures and facilities processes are correctly implemented and consistently followed.</p> <p>Proactive issue identification and resolution Regular audits ensure equipment and facilities issues</p>
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	<p>are identified early and reported/escalated appropriately.</p> <p>Minimised operational disruptions Smooth coordination of facilities and maintenance activities reduces downtime and supports business continuity</p>
<p><b>Administrative Support:</b></p> <ul style="list-style-type: none"> <li>- Provide general administrative assistance and help with meetings and events.</li> </ul>	<p>Teams receive timely, accurate administrative support</p>
<p><b>Reporting &amp; Documentation:</b></p> <ul style="list-style-type: none"> <li>- Produce accurate reports and log facilities, IT and H&amp;S issues</li> <li>- Assist with the preparation of accurate and timely reports related to office usage, supplies, incidents, and maintenance</li> <li>- Record and log facilities, IT and H&amp;S issues for escalation and resolution</li> <li>- Contribute to internal reporting and audits as required by the Facilities &amp; IT function.</li> </ul>	<p>Reporting completed accurately and issues escalated appropriately</p>
<p><b>Front of House / Reception Duties:</b></p> <ul style="list-style-type: none"> <li>- Be the first point of contact for all visitors and people in the office.</li> <li>- Manage the visitor sign-in process and ensure a professional and friendly welcome. Ensure card access is readily available where needed</li> </ul>	<p>Positive first impression of the organisation</p> <p>Visitors and staff experience a professional, friendly, and welcoming environment from the moment they arrive.</p> <p>Smooth and secure visitor management All guests are signed in efficiently, have appropriate access, and comply with security procedures.</p>

<ul style="list-style-type: none"> <li>- Handle incoming post and deliveries and maintain tidy communal spaces (reception, meeting rooms, kitchens).</li> </ul>	<p>Efficient handling of deliveries and post Mail and packages are received, sorted, and distributed promptly without disruption.</p> <p>Well-maintained, presentable office spaces Reception, meeting rooms, and communal areas remain clean, organised, and ready for use at all times.</p>
<p><b>Administrative Support:</b></p> <ul style="list-style-type: none"> <li>- Provide admin support to local office-based teams as needed (e.g. room bookings, printing, document collation)</li> <li>- Organise team meetings and assist with logistics for internal events</li> <li>- Support diary coordination and general admin for the or others in the team if requested</li> <li>- Be the point of contact for new starters, provide office inductions and assist where required.</li> </ul>	<p>Efficient day-to-day office operations: Teams receive timely admin support (printing, bookings, document prep), enabling them to work productively.</p> <p>Well-organised meetings and events: Meetings run smoothly with proper scheduling, prepared materials, and seamless logistics.</p> <p>Effective time and diary management: Schedules are coordinated to minimise conflicts and maximise efficiency for team members.</p> <p>Smooth onboarding experience for new starters: New employees feel welcomed, informed, and set up quickly with everything they need to start work.</p> <p>Reliable point of contact for admin queries: Staff know who to approach for support, improving communication and reducing delays.</p>

## Key Competencies, Skills & Experience

Competency, Skills & Experience
<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>- Previous experience in an executive assistant, office support, facilities assistant, or front-of-house role</li><li>- Strong administrative and coordination skills.</li><li>- Expertise in digital tools (e.g., Outlook, Teams, SharePoint, MS Word, Excel and PowerPoint).</li><li>- Formatting and reporting to be able to produce reports</li><li>- Comfortable working in the office, at least 60% of the time.</li></ul>
<p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>- Experience in a professional services environment</li><li>- First aid or fire marshal training (or willingness to complete).</li><li>- Exposure to basic H&amp;S or facilities processes.</li></ul>

## What we offer

We are a purpose, and values led business with a strong focus on personal growth and opportunities to contribute to impactful infrastructure and regeneration projects across the UK and Ireland, living our purpose in delivering life improving change for communities and future generations.

We promote a supportive and collaborative culture, where our people are empowered through coaching, hybrid working, and a healthy work-life balance. Our commitment to professional development is clear, from supporting early-career professionals to enabling progression through professional qualifications and continuous learning, living our Thirst for Knowledge value. We provide purposeful work, which includes our contributions to the UK's net zero agenda and community regeneration, and seek people who value the opportunity to solve complex challenges in a culture that thrives on innovation.

# Ardent

We're a fast-growing business with a culture centered on learning, innovation, and opportunity. Through our company-wide coaching programme, we empower our people with faster, personalised career development, a deeper connection to our culture and values, and greater ownership of their progression.

We're looking for curious, ambitious individuals who thrive in a dynamic, purpose-driven environment, where learning, openness, trust, and collaboration are at the heart of everything we do. We also know the importance of enjoying the journey, which is why we value social connection and having fun along the way.

We offer a comprehensive benefits package designed to support the health and wellbeing, engagement, and work-life balance of our team. From day one, our people have access to hybrid working, 25 days of annual leave (with options to buy or carry over), enhanced maternity and paternity pay, and a company pension scheme.

We provide Benenden Health Care, offering mental health support, 24/7 GP services, physiotherapy, optical and dental cover, and personal accident protection (depending on level). Additional benefits include the Cycle to Work scheme, electric car leasing, recognition awards, long service leave, and a discretionary annual bonus scheme, all designed to ensure our people feel valued and supported.

We're proud to be an equal opportunities employer, and we're passionate about creating a workplace where you're empowered to bring your authentic self to work every day.

We are committed to building a diverse, inclusive team where everyone belongs. We welcome talent from all backgrounds and actively encourage applications from underrepresented groups.

If you're ready to grow with a business that's scaling rapidly and making a real impact, you're in the right place!

To apply or learn more about this opportunity, please submit your CV to [recruitment@ardent-management.com](mailto:recruitment@ardent-management.com)



# Ardent

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