



Part Time- Facilities Support Assistant, London – Job Description

- Salary:** £10.82 per hour - £ 12,096 per annum gross (£21,099 FTE)
- Hours:** Part time - 21.5 hours per week, **Fixed or Flexible hours** from Monday to Sunday. Flexibility Required.
- Location:** The Foundry, 17 Oval Way, London SE11 5RR.
- Closing date:** 9am on Monday 28th October 2019

The Ethical Property Company

A social business providing office and meeting space to over a 1,000 charities, not-for-profit organisations and voluntary groups across the country each year, within our 23 centres. Our aim is to ensure that our centres act as platforms from which our tenants can deliver a lasting and positive social impact.

We currently employ around 95 employees and support more than 800 organisations working in a wide variety of sectors. In addition, we have also helped develop a family of organisations including sister companies in Australia, Belgium and France as well as Ethical IT who provide bespoke IT support and The Ethical Property Foundation, a charity that works alongside us to property advice to the wide sector.

All of our centres are managed to minimise energy use, waste, car travel and the use of harmful materials while offering tenants modern, affordable and flexible space managed in a transparent and supportive way.

Our Commitment

We are serious about the commitment we make to our employees in providing an enjoyable, relaxed and productive working environment. Equally, we expect our employees to be serious about the commitment they make to the company, and their colleagues.

The Foundry

Formerly a shoe-polish factory which has been redeveloped, and opened in 2015 into a beautifully light and spacious work, meeting space and conference venue, that is also home to around 30 social justice and human rights focused organisations. It is our RIBA award winning centre in London, and received the BREEAM 'Excellent' rating. The centre is managed by Ethical Property on behalf of the Social Justice and Human Rights Centre Limited.

The Post

As the Facilities Support Assistant, you will play an important and responsible role helping the centre to function effectively, ensuring rooms are set up appropriately and in good time, that users' technical needs are met and overall handy-person duties. You will be expected to contribute to the day to day running of the centre as a whole. You will join a team who are collectively responsible for providing professional, safe and appropriate space and facilities for the centre's users, however, you will often have to work alone to ensure all requirements of the Centres are met. The line manager will be the Facilities Manager under the overall supervision of the Centre Manager.

The main duties will include, but not limited to:

- Setting up furniture for conference and meeting rooms
- Providing Audio Visual and Information Technology support for centre users
- Cleaning of meeting rooms and catering areas

- Acting as point of contact for tenants with queries / problems to report, establishing and maintaining excellent communication with tenants and centre users to ensure their satisfaction with the building and services
- Monitoring the condition of communal areas, tea points and toilet facilities throughout the day and carrying out any necessary tidying and occasional cleaning duties as appropriate
- Making sure waste and recycling are managed well within the centre
- Carrying out small-scale maintenance tasks that do not require specialist training both for the communal areas and for individual tenants. These include; re-painting offices, basic plumbing, small-scale carpentry, key cutting, waste disposal, etc.
- Tenants moves, including preparation of office for new occupation, key cutting, activation phones/IT
- Checking on stocks of flipchart papers, light bulbs, recycling supplies etc., preparing orders to keep stock at a good level and keeping accurate records,
- Carrying out porter duties and reception cover
- Assist the Facilities Manager in ensuring the building is safe, pleasant and that the services are functioning
- Testing fire alarms
- Compliance with Health and Safety legislation
- COSHH awareness (regulations regarding hazardous substances)
- Reporting day-to-day building-related problems (ranging from boiler/heating breakdowns, leaking roofs and blocked toilets, to alarm activations etc.) to Facilities Manager
- To carry out gardening duties, soil cultivation, digging, forking, mulching, watering, raking, weeding, edging, pruning, bed preparation and planting
- Assisting the Facilities Manager with other duties that may be required from time to time

Other responsibilities include:

- Making suggestions on how to improve management and delivery of maintenance and services to tenants, how to achieve the company's social and environmental objectives, etc.,
- Working to improve the company's social and environmental objectives,
- Attending company-wide events such as training, the employee conference, etc.,
- Ad-hoc Reception duties and assisting with administrative tasks as and when required
- Other duties as required, in line with the role.

Person Specification

This is a busy, demanding and responsible role that requires an individual with both customer service and practical skills, and a positive attitude. You need to be proactive and organised and show initiative when faced with difficult situations.

The person we are looking for will need:

- Customer care skills with a commitment to provide a good service to our tenants and building users,
- Good IT skills, particularly Microsoft Office software,
- Extensive Audio and Visual (AV) conferencing knowledge and skills,
- Previous experience in a similar post,
- Practical DIY skills, e.g. painting, putting up shelves, willing to do 'a bit of everything',
- Light plumbing skills pertaining to toilets, sinks and basins
- Organisational skills and the ability to prioritise his/her work, multi-task and remain flexible,
- To be trustworthy, personable and reliable,
- The ability to act quickly and effectively using their own initiative,
- To be a team-player and a good communicator,
- To maintain a professional standard of presentation and communication with colleagues and tenants at all times,
- Health and Safety awareness and knowledge,
- Have some knowledge and interest in social and environmental issues, particularly recycling.

Contractual details

This is a permanent part time role with a three-month probationary period. The roles benefits include 25 days holiday entitlement pro-rata for the first year pro-rata as well as statutory bank holidays.

We offer a company contribution up to 7% to a pension dependant on scheme choice, a free company bicycle scheme with bicycle maintenance costs, childcare vouchers, season ticket loans, interest free personal loans, as well as other benefits.

Applications

To apply visit www.ethicalproperty.co.uk/careers and complete an application form, send to: recruitment@ethicalproperty.co.uk

Important Information for Candidates

- You must be eligible to work in the UK in order to apply for this role. We cannot support visas.
- No agencies.

Contact Details

The Ethical Property Company, Old Music Hall, 106-108 Cowley Road, Oxford, OX4 1JE

E: recruitment@ethicalproperty.co.uk W: www.ethicalproperty.co.uk/careers

