



## JOB DESCRIPTION

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| <b>Title:</b>           | <b>Facilities Support</b>   |
| <b>Hours:</b>           | 30.5 hours per week (flexible covering evenings and Saturdays) with additional hours as and when required in line with conference bookings.<br><b>Monday: 4pm – 9.30pm</b><br><b>Tuesday: 4pm - 9.30pm</b><br><b>Wednesday: 4pm – 10.15pm</b><br><b>Thursday: 4pm – 10.15pm</b><br><b>Saturday: 9am - 4pm</b> |
| <b>Pay rate:</b>        | £11.05 per hour   |
| <b>Job summary:</b>     | To provide support to the operations and facilities manager, assisting in contractor maintenance visits for the building, monitoring facilities logbook for damages and repairs and keeping records.  |
| <b>Responsible to:</b>  | Business & Events Manager   |
| <b>Responsible for:</b> | N/A   |
| <b>Liaison with:</b>    | Staff Team, Volunteers, Customers, Service Users, and other appropriate individuals, professionals and agencies.  |

### Objectives of Post:

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To support the Business & Events Manager in day to day operations at The Abbey Community Centre to ensure all service users receive a positive client experience.

### Principal Tasks:

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1. Welcoming and supporting all visitors to the Centre
2. Removing all dirty catering items from meeting rooms and taking them to the kitchen
3. Setting up and breaking down meeting rooms for events & meetings including all AV equipment and liaising with suppliers.
4. Ensuring the Centre's cleaning is maintained to high standards
5. Opening the Centre on occasions and locking up the building.
6. Leading on the testing of fire alarm recording.
7. Undertaking daily health & safety inspections, particularly ensuring all fire escapes are clear.

8. Organising storage and clearing of obsolete equipment & the rubbish from the building.
9. Undertaking general maintenance, including painting/decorating reporting all damages, repairs and other maintenance requirements in the Handyman Logbook.
10. Informing the Business & Events Manager directly of any urgent repairs or incidents
11. Watering the garden in summer months, clearing guttering and watering drains.
12. Recording and replenishing first aid boxes assisted by Business & Events Manager
13. Replenishing antiseptic gels across the building
14. Ensuring building is secure and setting the alarm when leaving at the end of the business hours of the Centre
15. Cover reception when needed.
16. Being a key holder for the Centre

### **Other Tasks:**

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- Ensure all rooms are set up and cleared down following bookings.
- Assist in any other reasonable request from the site team.

### **Other Benefits**

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Subsidised lunch, interest-free season ticket loan, 23 days annual leave (plus public & statutory holidays) pro-rata, and employer contributions into stakeholder pension scheme.

## Person specification

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### Essential

1. Good customer service skills
2. Good communication skills with an excellent telephone manner
3. Honest, reliable and hard working
4. Calmness and the ability to work under pressure
5. Ability to work as part of a small team
6. Ability to work evenings and weekends
7. Ability to work with a wide range of members of the community
8. Familiar with Microsoft Office

### Desirable

1. Electrical, plumbing, and general maintenance experience
2. Experience working in a voluntary sector organisation