

Facilities Officer

Job Description

POSITION OVERVIEW

Department	Resourcing and Operations
Location	Devon House, London (Campus-based)
Term	Full-time (38 hours per week); permanent
Salary	Up to £29,000 per annum, dependent on experience.
Hours	Monday to Friday; 10am to midday start (negotiable)
Benefits	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Start	January 2022

As the Facilities Officer you will provide support to the Facilities Coordinator in the day-to-day upkeep of the campus, ensuring the campus is safe, presentable and equipped for the delivery of teaching and learning at all times.

The Facilities Officer will develop working knowledge across a range of services such as: Health and Safety, heating ventilation and cooling, access control and security, contractor management, facilities administration, and other services.

DUTIES AND RESPONSIBILITIES

- Day-to-day upkeep of the building to a high standard, and ensure all space is suitable for teaching and learning, and for office work.
- The organisation of furniture and classroom setup, in line with timetabled activities and events. This includes manual handling and movement of partition doors.

FACILITIES OFFICER JOB DESCRIPTION

- Provide prompt support to faculty in the classroom, with AV and other technical aspects.
- Daily cover to security staff on the reception desk and all associated duties, such as access management of staff and students, and visitor management.
- Effective management and maintenance of the general hard and soft service contracts of the campus including cleaning and hygiene, living-plants maintenance, mechanical and electrical etc.
- Support the Facilities Coordinator in the effective management of Health and Safety for the College, including routine inspections of: fire exits, fire equipment, legionella monitoring, proactively identifying maintenance issues, maintaining logbooks etc.
- General administration, including reconciling the facilities credit card, approving invoices, ensuring accuracy of records, budget management, mail handling, stationery and other consumable orders, printing of campus access cards etc.
- Working collaboratively with the Operations and Events teams to support events held on campus, and ensure they are in line with College policies.
- Conduct campus tours for new staff members, giving a detailed walkthrough of campus facilities and providing health and safety information.
- As a member of the Operations team, provide day-to-day support to staff and students on a wide range of matters such as WiFi, signposting to relevant staff/departments, and acting as an educator of policies and procedures.
- Perform the job role to a level that minimises disruptions to teaching and general operations of the campus.

OTHER DUTIES

- Provide high quality customer service to a diverse range of staff, students and visitors and develop good working relationships with all stakeholders.
- Undertake training for and act as a fire warden and first aider on campus.
- Undertaking other duties as assigned by management and in line with the level of this role.
- Foster a positive work environment with a good team spirit, including the wider support teams.
- Occasional flexibility with hours, by undertaking an earlier or later shift.

FACILITIES OFFICER JOB DESCRIPTION

About the College

Founded in 2012, with the aim of providing the highest quality of education in the humanities and social sciences, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. We offer a unique and broad liberal arts-inspired curriculum with highly personalised teaching, which may include tutorials. The College is undergoing an exciting period of growth, having become part of Northeastern University's global network in early 2019.

Person Specification (Essential / Desirable)

Experience

- Experience in an entry-level facilities role [E]
- Experience in a facilities role within the education sector [D]

Knowledge, Skills and Abilities

- Basic experience (and comfortability) with IT, such as AV, photocopiers, WiFi [E]
- Knowledge of HSE compliance and codes/regulations [E]
- Willingness to work flexible hours to support events and cover requirements [E]
- Punctual, responsible, self-motivated and adaptable [E]
- Excellent interpersonal and written communication skills; the ability to converse with a diverse range of stakeholders [E]
- Positive, proactive and enthusiastic attitude [E]
- Proven ability to manage own workload, flexible response to changing demands and priorities and ability to cope under pressure [E]
- Demonstrable problem solving and organisational abilities [E]

Education

- Degree or equivalent in relevant field [E]
- Relevant HSE qualification [D]

APPLICATION PROCESS

Applications should be made via [this link](#) by 20.00, **10 December 2021**. Please reference your application "**FAS1121**". Participation in the equal opportunities section is encouraged, but voluntary.

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Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. The College is **not** able to provide sponsorship on this occasion.