

SOFT SERVICES FACILITIES ASSISTANT

Vinovium House
Property Department
37.5 hours, 5 out of 7 days
£16,000- £18,000
Permanent

Job Purpose

Working within the Property Department, the Soft Service Facilities Assistant (SSFA) is a key role in ensuring that The Auckland Project has safe, efficient and well-presented facilities.

The Role

Working across the estate from international art galleries, historic castle to office space and car parks, the SSA will be part of a dynamic team undertaking Planned, Preventative, Reactive Soft Service delivery and maintenance. In addition, undertaking Audits, customer path walks, room set-ups, portorage, deliveries, meter reads, some external and internal cleaning and a range of waste and pest contract support. The SSFA will ensure we deliver world class facilities for our visitors and colleagues.

Working pattern of 5 days out of 7. The role will include weekends and flexible working where necessary (for example to cover events), to ensure we provide 7 day per week cover.

The Person

We are seeking an experienced Soft Service Facilities Assistant or a person with a strong background in a similar role. You will be committed to delivering world class facilities across our estate, providing excellent customer service. With attention to detail and the ability to plan and prioritise workloads, you will be comfortable working both as part of a team and unsupervised.

Key deliverables and accountabilities

- Issues Log/Help Desk – working with Property Team colleagues to respond within agreed timescales to faults & requests, delivering high quality customer service
- Asset register maintenance – Review current and new recorded and tagged with Full PAT testing applied.
- Inspection/Auditing compliance – Supplier delivered services, internal cleaning delivery – maintaining appropriate records and reporting faults for rectification.
- Planned Preventative Services – Periodic cleaning including but not limited to delivery of carpets, internal washrooms and windows.
- Portorage – room set-ups, mail and internal deliveries, moving of stock and supplies between venues

- Waste Management – monitor waste services across the estate, undertaking collections between venues
 - Safe working – undertake appropriate risk assessments for jobs and put in place appropriate precautions to ensure the post holder and those nearby have a safe experience
 - Stock levels – routinely audit and maintain stock to established levels, working with colleagues to place replenishment orders in good time
 - Other task requests by Head of FM and Procurement
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HOW TO APPLY

Please send a CV and Cover Letter of no more than two A4 sides to recruitment@aucklandproject.org

Closing date: 3rdnd August

Interview date: Week commencing 6th August

If you require assistance to complete your application or would like to inform us of anything we need to take into consideration during our shortlisting process, please contact us by email or by calling 01388 743750.