



Facilities Assistant

Reporting to	Office Manager
Team	Facilities and Reception team
Key relationships	All staff and contractors

Hospice UK is the national charity for hospice and end of life care. We work to ensure everyone affected by death, dying and bereavement gets the care and support they need, when they need it.

Our mission is to transform the way society cares for the dying and those around them. To empower individuals, communities and populations to embrace the ethos of hospice care and extend its breadth and reach to improve everyone's experience of death, dying and bereavement.

Our ambitious strategy is the blueprint for how we can achieve the transformation that is needed and sets out the following four strategic goals that will be driving our work over the next five years:

- Extend the reach and enable hospice quality care to be delivered in any setting
- Tackle inequality and widen access to hospice care
- Work with communities to build capacity and resilience to care for those at the end of their life
- Empower a strong, dynamic and responsive hospice sector.

Hospice UK offers a dynamic, supportive and rewarding workplace for its approx. 80 staff. At the heart of our organisation is a strong team culture in which all staff play an important part.

Our organisational values are: collaboration, compassion, inclusive, innovative and knowledgeable

Job purpose

Hospice House is located in Kings Cross, London and is Hospice UK's head office. The Facilities Assistant is responsible for the day to day maintenance of the office; ensuring it is fit for purpose for staff and visitors. They are responsible for the maintenance and servicing of the fire alarm, air conditioning and heating systems so the office is a safe working space for everyone, in line with Health and Safety requirements.

The Facilities Assistant is also a key holding position and responsible for opening Hospice House daily. The role holder will also act as a Fire Marshall and will provide reception cover for the office receptionists.

The role is also responsible for basic checks and maintenance on IT equipment following guidance from our IT team.

Key tasks and responsibilities

- Work with and support the Office Manager to ensure the office environment is safe and fit for purpose
- To ensure the office is maintained in a safe condition and any defects are rectified or reported without delay.
- Responsible for daily, weekly, monthly and quarterly health and safety checks as set out in the Health and Safety Policy and in the work plan, recording such checks as required.
- Responsible for the day to day upkeep of the boilers and air conditioning plan, making minor adjustments where necessary and reporting any defects to the Office Manager
- Coordinate and oversee outside contractors
- Act as the first point of contact for outside contractors involved with building maintenance, this includes:
 - Paperwork management for work requested and completed
 - Completing any follow-up actions arising from the work that has just been carried out.
 - Following and enacting the Schedule of Maintenance plans for the year, including
 - booking contractors in
 - ensuring correct risk assessments and appropriate paperwork are submitted before any work commences,
 - being available for oversight when work is carried out,
 - checking the work has been completed
 - arranging follow-up if the job hasn't been completed
- Fire Marshall and First Aider.
- To ensure that the fire alarms are tested weekly at various locations throughout the building in accordance with health and safety regulations.
- Setting up meeting rooms and equipment as required in order to facilitate meeting room bookings.
- Responsible for daily, weekly, and monthly checks of IT equipment under guidance and supervision from our IT team. e.g. changing printer toner and paper, checking equipment is switched on/off, receiving reports for defective or malfunctioning equipment.

- Being the 'hands and eyes' of our remote IT support team so that any issues with IT equipment in the building can be resolved. This involves talking to members of staff and carrying out basic trouble-shooting, then talking to the IT team on the phone or by video call, and following their instructions.
- Keeping the basement car park storage areas safe, tidy and organised, liaising with teams as necessary regarding storage and collection requirements.
- Responsible for delivering archive materials to the outside facility, ensuring such materials are properly boxed and labelled; proactively removing such materials in an appropriate and safe manner as required.
- Responsible for receiving and taking deliveries to the appropriate areas of the building as requested.

Specification

Experience and knowledge

Importance	Criteria	Assessment Application (A)/ Interview (I)
E	Experience of working in a Facilities role within an office environment	A/I
E	Knowledge of Health and Safety legislation and the ability to carry out health and safety checks	A/I
E	Maintenance of paper work and logging systems and the accurate recording of tasks and responsibilities	A/I
E	Knowledge and experience of maintaining facilities contracts in an office environment	A/I
E	Understanding of air conditioning, hot water and heating systems	A/I
D	Basic IT knowledge and troubleshooting experience	A/I
D	Experience of being a Fire Marshall or willingness to be trained as one	A/I
D	Experience of providing reception cover in an office environment	A/I

Skills and abilities

Importance	Criteria	Assessment
E	Able to work on own initiative, unsupervised where necessary	A/I
E	Proactive and able to take responsible actions to ensure issues are resolved fully and in a timely manner	A/I
E	Able to communicate effectively both verbally and in writing to people at all levels	A/I
E	Can deal with events that arise unexpectedly and provide appropriate support	A/I
E	Works collaboratively with colleagues across the organisation	A/I
E	Excellent organisational and planning skills	A/I
E	Solutions focussed and sees work through to completion	A/I
D	Ability to carry out minor decorating and repairs	A
E	Work in line with our organisational values	I

Terms and Conditions of appointment

Contract	Permanent
Salary	£24,800 per annum
Probation period	The probationary period is three months
Notice period	One month after probation
Work Pattern	Full time, 35 hours per week, Monday to Friday. The hours are 07:30 – 15:30
Pension	You will be auto enrolled into our pension scheme which is at 4%. Further contributions can be made to the scheme and Hospice UK will match contributions of up to 7% of your gross salary.
Life Assurance	Is provided upon start date at three times salary, subject to acceptance by our insurers.
Simply health Scheme	Membership of a cash plan scheme, which provides reimbursement of payments (up to the policy limits) towards everyday healthcare treatments such as dental and optical care is available. This includes a confidential Employee Assistance Programme. All employees will be covered under level three of the scheme
Cycle to work scheme	Loaning of a cycle via a salary sacrifice scheme.
Season ticket loan	An interest free loan is available after the completion of probation.
Holiday	25 days per year, increasing to 27.5 days in the second year and 30 days in the third. The leave year runs from 1 January to 31 December. An additional 10 days of bonus leave is awarded with five years service. This is taken with 10 days from the normal leave entitlement to allow a full month's break.
Location	The post holder will be based at Hospice House, Britannia Street, London, WC1X 9JG.