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**JOB SPECIFICATION**

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| **JOB TITLE:** | Facilities Assistant |
| **FUNCTIONAL AREA:** | Finance and Resources |
| **LOCATION:** | Robertson House, Glasgow |
| **REPORTING TO:** | Facilities and ICT Manager |
| **SALARY:** | Grade 1 |

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| MAIN DUTIES/RESPONSIBILITIES |
| Job Purpose To support the Facilities & ICT Manager with the delivery of events and facilities services within the Trust's Glasgow venue, Robertson House. To ensure excellent customer service for staff, visitors, and tenants. To represent the Trust’s values in a key customer facing role. Key responsibilities **Facilities Support:**   * Support the delivery of facilities services for staff, tenants and visitors to a high standard; to provide a welcoming, safe, and accessible venue. * Liaise and respond appropriately to tenant queries. * Act as first point of contact for all external contractors and ensure they work safely in the building by adhering to the Trust’s policies and procedures. * Liaise with contractors to ensure regular maintenance and repairs are undertaken. * Check that work by contractors has been completed satisfactorily and follow up on any deficiencies. * Assist with maintaining the property to an acceptable condition utilising the appropriate contractors ensuring that the site is always fully operational. * Ensure signage on site is always appropriate and current. * Ensure good housekeeping standards are kept. * Cover reception, when required. * Support café point of sale at peak times. * Provide support at the Barracks, when required.   **Event Support:**   * Liaise with reception staff on event planning and room setup. * Room management to include set up and break down, cable management and audio-visual requirements are setup correctly. * Offer technical support, guidance and advice of the audio-visual equipment to users including troubleshooting. * Support hospitality when required, setup teas/coffees/water and food in meeting rooms.   **Health & Safety/Compliance:**   * Carry out fire drills with external contractor and record findings. * Carry out any actions required from periodic risk assessments or liaise with contractors to close off. * Carry out routine building and meeting room checks for services and health & safety compliance, ensuring any issues are dealt with in a prompt and efficient manner. * Carry out duties of a First Aider and Fire Marshal on completion of training. * Respond appropriately to emergencies or urgent issues as they arise on site. * Work within the Trust’s relevant policies and procedures to ensure venue is compliant and safe.   **Decarbonising operations:**   * Support the Trust to achieve its targets for Net Zero through decarbonising operations. * Assist with the local management of environmental matters met such as recycling, and any issues are resolved. Record all recycling data and file transfer notes appropriately.   **Other responsibilities:**   * Contribute to work supporting cross-cutting themes for the Trust, for example Equality Diversity Participation and Rights and Climate Change * Build relationships with a wide range of key partners & stakeholders * Adopt and demonstrate the Trust’s values * Any other ad hoc duties, as required and directed by the Facilities & ICT Manager. * Contribute and support the wider staff team, as required. |

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| **Signed by:** | Alan Campbell | **Date** | 12/12/2023 |

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**PERSON SPECIFICATION FORM**

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| **FUNCTIONAL AREA:** Finance & Resources | **VACANCY REF. No:** |
| **JOB TITLE:** Facilities Assistant | **LOCATION:** Glasgow |

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| **THE EMPLOYEE** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/Experience**  What educational attainments must the candidate possess? What professional/technical skills and knowledge are important, and what kind of job experience should the candidate have? | * Demonstrable experience in a facilities service role, * Demonstrable experience in supporting events, including audio-visual setup, * Proficient in Microsoft 365 software. | * Experience of working in or an understanding of the voluntary sector * Experience of health and safety checks * Experience of CRM software and understanding its use in supporting events and facilities services |
| **Special Aptitudes**  Are there any particular skills which are required for the job e.g. numerical, language, verbal reasoning etc. | * Excellent verbal and written communication skills, * Excellent customer service skills – active listener, identifying customer needs and offering suitable solutions in a supportive way, * Ability to build rapport and relationships, manage expectations, * Ability to stay calm under pressure, * Ability to work autonomously and proactively, * Ability to problem solve |  |
| **Circumstances**  In terms of personal circumstances, what will the job demand / provide? | * Role is based on-site in Glasgow. * Occasional evening and weekend working may be required. * Occasional work may be required at Stirling venue. |  |