

JOB DESCRIPTION

JOB TITLE	Facilities Assistant
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Assistant Estates Manager
COUNTERSIGNING MANAGER	Estates Manager
GRADE AND SALARY	Grade 1 £19,600 - £22,000 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week, on a shift pattern to be agreed. This includes working weekends. Reasonable overtime is a requirement of this post
WORK LOCATION	This is an office-based role
KEY WORKING RELATIONSHIPS	Estates Manager, Assistant Estates Manager, Front of House Officer, Customer Service Officer, Space Management Officer, students and all staff
INTERNAL	
EXTERNAL	Contractors, visitors/guests and visiting professionals
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
HOLIDAY ENTITLEMENT	28 days per year plus bank holidays; (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)
PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
BENEFITS	After six months of continuous service and on successful completion of the probationary period, you will become eligible for the following benefits:
(1) GROUP LIFE ASSURANCE	LAMDA offers a death in service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service

(2) SEASON TICKET LOAN	LAMDA offers an interest free loan for the purchase of an annual season ticket
(3) GP 24	Staff will have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME	LAMDA offers an employee assistance programme (EAP) which is confidential and easy to access. This service is available to staff 24 hours a day, 7 days a week

JOB PURPOSE

- To be part of the welcoming team for LAMDA
- To deliver key tasks to ensure the day to day running and maintenance
- To respond to requests for assistance and support the Customer Service Officer with such requests
- To support the Space Management Officer in making sure rooms and spaces are ready for lessons and events
- To be a key part of the estates team when performances are taking place
- To be a key part of the Emergency Response team for LAMDA

DUTIES AND RESPONSIBILITIES

- Work closely with:
 - The Estates Manager, Customer Service Officer(s) and Space Management Officer
- To cover the Service Desk between 08:00 & 20:00 as required (particularly at weekends if rostered), ensuring that:
 - Service Desk requests are responded to and completed in a timely manner
 - Visitors and Guests are greeted and assisted
 - All incoming calls are dealt with
 - Telephone contact lists are maintained
 - All incoming and outgoing post is processed
 - Locker keys swipe cards for students and staff are issued; maintaining accurate records and producing reports where necessary, disabling lost and returned cards
 - Students' absences are compiled and shared accordingly
 - Any other reasonable request is completed
- To be responsible, with others, for keeping the building at Talgarth Road in a good state of repair
- To support the Estates Manager in ensuring that all front and rear of house areas are presented to a high standard, are always secure and health and safety compliant
- To ensure that welfare facilities are clean, functioning and properly stocked
- To make routine daily inspections of the building as directed by the Estates Manager or the Assistant Estates Manager to ensure the above
- To be proactive in carrying out minor repairs where capable, and escalating repairs where required
- To support the Estates Manager to ensure that all duty managers and casual staff are fully supported, specifically in relation to evacuation procedures and health and safety practices when the House is open

- To be responsible for opening and locking the building at the start and/or end of the day (on a roster system with others) and the general security of the building whilst on duty, and to monitor access control systems
- To assist with setting up and clearing rooms for classes, meetings and events as required including, but not exclusive to, furniture, technical equipment, sound and audio equipment and other equipment as requested
- To distribute post around the building and assist with outgoing posts where requested
- To sweep and wash down, as needed, the entrances to the building, keeping the paths, approaches and grounds in a clean and tidy condition, including litter picking where necessary
- To undertake any other duties that may reasonably be requested by the Estates Manager or Assistant Estates Manager

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	Good oral and face-to-face communication skills Problem solving attitude		CV/Cover letter/ Interview
KNOWLEDGE	A thorough knowledge of basic maintenance skills and/or experience of a trade	ICT support/knowledge Good ICT skills	CV/Cover letter/ Interview
EXPERIENCE	Previous experience of maintenance of communal buildings or a customer facing service role	Good DIY skills or a trade	CV/Cover letter/ Interview
QUALIFICATIONS	N/A	Qualified First Aider	Certificates (if applicable)
QUALITIES	Self-motivated with the ability learn quickly and adjust to change Collaborative team player with ability to communicate clearly and effectively Empathetic and supportive and willing to help		CV/Cover letter/ Interview

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019, and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.