

JOB DESCRIPTION

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| JOB TITLE | Facilities Assistant |
| TYPE OF CONTRACT | Permanent, full-time |
| RESPONSIBLE TO | House and Facilities Manager |
| COUNTERSIGNING MANAGER | N/A |
| GROSS ANNUAL SALARY | £19,000 - £ 21,000 |
| 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 |
| KEY WORKING RELATIONSHIPS | Estates Manager Venue and Facilities Manager Customer Service Officer Space Management Officer Students Staff |
| INTERNAL | |
| EXTERNAL | Contractors Visitors/Guests 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 |

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| (3) CHILDCARE BENEFIT SCHEME | LAMDA offers childcare vouchers as part of a salary sacrifice scheme. This benefit will enable employees to make significant savings on their tax and national insurance contribution |
| (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 House 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 House and Facilities Manger
 - The Customer Service Officer
 - The 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 House and Facilities 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 House and Facilities Manager to ensure the above
- To be proactive in carrying out minor repairs where capable, and escalating repairs where not
- To support the House and Facilities 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 post 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 Executive Director, the Estates Manager or House and Facilities Manager
- This Job Description may be subject to reasonable review

PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---------------------------|---|--|---------------------------------|
| SKILLS / ABILITIES | -Good oral and face-to-face communication skills -Problem solving attitude | | Application/ Interview |
| KNOWLEDGE | -A thorough knowledge of basic maintenance skills and/or experience of a trade | -ICT support/knowledge -Good ICT skills | Application/ Interview |
| EXPERIENCE | -Previous experience of maintenance of communal buildings (or) -Previous experience in a customer facing service desk | -Good DIY skills or a trade | Application/ Interview |
| QUALIFICATIONS | | -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 | | Application/ Interview |

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.

ABOUT LAMDA

LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation. Following the completion of our new facilities in west London, the Academy welcomed Sarah Frankcom as Director and is now fully registered as an independent HEP (Higher Education Provider). These changes are exciting and critical to the long-term sustainability of LAMDA, bringing with them our ambitions to be an even more accessible LAMDA, representing people from all corners of the UK and beyond in recruiting and training the most creative and innovative theatre makers.

Founded in 1861, LAMDA (London Academy of Music & Dramatic Art) is a world-leading conservatoire offering exceptional vocational training to actors, stage managers, technicians and directors. In addition to six validated degree programmes, LAMDA offers a Foundation Diploma and a number of validated semester and summer short courses.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. From 2019-20 LAMDA will operate independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students.

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 - 18 108,190 people in 33 countries took a LAMDA Examination.

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, and in February 2019, Sarah Frankcom was appointed LAMDA's new Director

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.