

JOB DESCRIPTION

| | |
|---|--|
| JOB TITLE | Facilities Coordinator |
| TYPE OF CONTRACT | 6 Months Fixed-Term, full-time |
| RESPONSIBLE TO | Ast. Estates Manager |
| GRADE AND SALARY | Grade 2 £25,936 to £29,192 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 across 5 days, based on an agreed shift pattern, including early mornings, evenings, and weekend working. |
| KEY WORKING RELATIONSHIPS INTERNAL | Estates Manager, Assistant Estates Manager Customer Service Officer, Space Management Officer, Students and Staff |
| EXTERNAL | Contractors, Visitors/Guests and Visiting professionals |
| PROBATIONARY PERIOD | Your employment will be subject to a probationary period of 3 months |
| BENEFITS | |
| (1) HOLIDAY ENTITLEMENT | Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure) |
| (2) 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 |
| (3) GP 24 | You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported highly experienced and knowledgeable doctors |
| (4) EMPLOYEE ASSISTANCE PROGRAMME (EAP) | EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could affect your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide |

| | |
|---------------------------------|---|
| | range of issues |
| (5) CYCLE TO WORK SCHEME | LAMDA offers a salary sacrifice cycle to work scheme |
| (6) EYE TESTS | Sight test costs are reimbursed to employees who require VDU use |
| (7) HYBRID WORKING | Hybrid work may be offered for some non-student-facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home |
| (8) GROUP LIFE ASSURANCE | After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service |
| (9) SEASON TICKET LOAN | LAMDA offers an interest-free loan for the purchase of an annual season ticket |

JOB PURPOSE

The postholder will play a key role as part of the welcoming team at LAMDA, contributing to the smooth day-to-day running and maintenance of the organisation. They will respond to requests for assistance, supporting the Customer Service Officer in delivering a high standard of service, and work closely with the Space Management Officer to ensure that rooms and spaces are appropriately prepared for lessons and events. During performances, the role will form an integral part of the House team, with responsibilities including first aid provision and fire safety. The postholder will also contribute to LAMDA's Emergency Response team, helping to ensure a safe and well-managed environment for all users.

DUTIES AND RESPONSIBILITIES

- As a member of the Estates and facilities team you will actively maintain the Talgarth Road building environment, so it is in good condition, carrying out inspections, reporting issues, and taking a proactive approach to repairs.
- Ensure high standards of health and safety, including keeping access routes clear, testing fire doors, completing daily checks, and maintaining secure, compliant front and back of house areas.
- Support site security by monitoring access, patrolling the premises, and using surveillance systems.
- Open and secure the building, including setting alarms.
- Ensure welfare facilities are clean, functional, and well stocked.
- Support Front of House operations during performances and events.
- Manage Facilities communications, including monitoring the inbox, answering calls, and responding to requests via the call logging system.
- Oversee room bookings and ensure spaces are set up as required for classes, meetings, and events, including equipment and furniture.
- Respond to emergencies, providing first aid and supporting security procedures as required.
- Assist with cleaning and upkeep of entrances and external areas, including litter picking.
- Undertake training and responsibilities as a Fire Warden/Marshal and First Aider, ensuring safe

evacuation and emergency response.

- Provide reception cover as needed, including greeting visitors, handling calls, and managing post.
- Always deliver excellent customer service.
- Carry out any other reasonable duties as requested by the Estates Manager or Assistant Estates Manager.

PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---------------------------|---|---|------------------------------|
| SKILLS / ABILITIES | <p>Good oral and face-to-face communication skills</p> <p>Problem solving and positive attitude</p> <p>Good customer service skills</p> <p>Initiative, enthusiastic, motivated and driven</p> | | CV/Cover letter/ Interview |
| KNOWLEDGE | A thorough knowledge of basic maintenance skills and/or experience of a trade | <p>ICT support/knowledge</p> <p>Good ICT skills</p> | CV/Cover letter/ Interview |
| EXPERIENCE | Previous experience of maintenance of communal buildings or in a customer facing service desk | Good DIY skills or a trade | CV/Cover letter/ Interview |
| QUALIFICATIONS | | Qualified First Aider | Certificates (If applicable) |
| QUALITIES | <p>Self-motivated with the ability to learn quickly and adjust to change</p> <p>Collaborative team player with ability to communicate clearly and effectively</p> <p>Empathetic, supportive and willing to help</p> <p>Ability to deal with and respond to a variety of stakeholders</p> <p>Ability to work on your own as well as part of a team</p> | | CV/Cover letter/ 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.***