



# Facilities Assistant – Job Description

Wallacespace provides brighter thinking spaces for off-site meetings, training, workshops and events. Founded in 2002, we now have 4 beautiful buildings in Central London, each welcoming up to 200 clients per day. The success of our business is rooted in the strong relationships we have with our clients. Beyond the spaces we offer, we aim to delight with our can-do attitude and proactive service. Everyone who works at Wallacespace shares this objective; our whole being is client centric.

## About the Facilities Assistant role

You will be the go-to person for all cleaning issues, always keeping our spaces tidy. You will work closely with the other Facilities Assistants, take direction from the Facilities Managers & Centre Managers, and report into the Head of Facilities & IT.

This role will be on a split shift basis between the hours of 07:00 & 21:00.

## About you

We are looking for an individual who is proven experience in a Facilities role, is creative but logical, meticulous and in addition displays the following qualities.

- Personable & presentable
- Positive: can-do & do-do attitude
- Friendly & approachable
- Ability & willingness to pitch in
- Common sense
- Flexibility
- Ability to think on your feet to solve issues & improve how the spaces look
- Great eye for detail & very well organised
- Good standard of written & verbal English
- Tech-savvy

We love people who never use the words 'it's not my job'. If this is you, come and work for one of the leading brands in venues and conferencing.

## About the role

### Creating and upholding high standards of service

- Taking ownership of your building and keeping it looking its best for clients.
- Keeping an eye out for how to improve the building whilst keeping it on brand. I.e. suggesting new cushion covers.
- Washing, dusting, polishing, vacuuming & sweeping.
- Keen eye for detail.
- Laundry & a minimal amount of ironing.
- Looking after our flowers & plants.
- Ensuring our rooms are set up correctly & presentable every morning.
- Happy to get stuck in to fixing things, replacing light bulbs, painting touch ups and other DIY tasks etc.

### Managing the furniture mover team to ensure all our rooms are set-up correctly for clients the next morning and they have everything they need to achieve their goals.

- Create room plans using our software with attention to detail.
- Running the furniture mover team briefing.
- Supervising the furniture mover team to ensure they set rooms to a high standard and lead by example.
- Signing off rooms as fit-for-use and closing the building securely each evening.
- Setting up and testing technology in spaces when requested by clients (includes video conferencing hardware, laptops, plasma screens and PA systems).
- Troubleshooting layouts when there are last minute changes or furniture qualms.
- Regular communication with the front of house and assistant centre manager so that you always have the most update to date client information.

### Keeping the building stocked with toiletries, laundry products, light bulbs etc.

- Monitoring stock levels



#### Communication with external providers

- Supervising our cleaners
- Setting up periodical cleaning

#### Health & Safety

- Supporting the Facilities Managers with ensuring the building is compliant.
- Ensuring COSHH regulations are met in your building.

#### Facilities

- Supporting with facilities administration for the building when require

#### Desirable skills:

- Fixing, painting, electrics etc
- IOSH
- Tech-savvy with tech set-up experience
- Some experience supervising a team.

#### What we offer

- Free lunch. At wallacespace our food not only tastes great, but it is also designed to help our clients stay focused + more productive, so we'd be missing a trick if we didn't share it with our teams.
- Bonus scheme
- Life assurance and pension scheme
- Wellbeing and healthcare support

In addition to some great day to day benefits, a Facilities Assistant will also receive:

- £22k - £24k per annum (depending on experience)
- 25 days holiday (incl. bank hols)

We welcome applicants from all backgrounds. However, in line with the Asylum & Immigration Act we do require that you must be eligible to live & work in the UK.