

Role definition

Job Title: Facilities Assistant
Reporting to: Facilities Co-ordinator on a day to day basis and ultimately to the Head of Facilities

Responsibilities

- Maintain daily professional and organised appearance of common areas, halls and meeting rooms, particularly in Riverside Studio and other client areas.
- Work with the Facilities Co-ordinator on daily office move needs
- Set up work spaces for new employees including desks chair, roller boy as well as moving, installing and setting up computers
- Report telephone, security, network issues to appropriate departments
- Drive between office and off site facilities
- Thorough knowledge of and compliance with F+P procedures and standards
- Follow Health & Safety guidelines, ensuring relevant aspects of H&S are maintained
- Lifting and moving heavy equipment, for example computer screens, boxes of files, models, desks, chairs and large metal magnetic plates
- Supervision of specialist removal contractors and checking of contractor's documentation. Issue and cancel work permits.
- Respond to facilities helpdesk requests
- To contribute, or otherwise assist, as required
- Thorough knowledge and compliance with Foster + Partners procedures and standards
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.

Qualities and skills required

Essential

- Able to demonstrate ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self motivated and able to take responsibility
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good interpersonal skills and able to work independently and as part of an effective team
- Flexible attitude
- Able to build good relationships at all levels, internally and externally
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure [while always remaining calm and professional
- Able to work as part of an effective team assisting and supporting team members
- Proficient in MS Office (Word, Excel, Outlook)
- Good knowledge of IT and ability to set up and test PC workstations
- Strong planning and workload management skills with the ability to manage short term and long term activities to agreed deadlines
- Customer facing focus and recognition of service provider responsibilities
- Clean driving license
- Excellent written and verbal communication skills - articulate and diplomatic manner

- Able to manage and prioritise tasks and time efficiently
- Methodical, accurate and consistent attention to detail
- Appreciation of, and commitment to, the business of the Practice
- Empathy with a creative environment
- Due to the nature of the position there will be a requirement to work additional hours as necessary, this will include early morning starts, evenings and weekends (advance notice will be given when this is required wherever possible)
- Working knowledge of health and safety documentation.

Desirable

- Previous experience in a similar role
- Experience of working in a multi-site environment
- Previous knowledge of move management systems
- Able to carry out minor furniture repairs.

Physical demands

Due to the nature of this position, there are physical activities which form part of the essential functions of the job and which the employee must be capable of performing. While performing the duties of this position, the employee will regularly be required to move large and/or cumbersome items such as computer screens, hard drives, boxes of files, samples, models, desks, chairs and large metal magnetic panels. Due to the nature of the position, the employee will also be frequently required to crouch, crawl and kneel.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

