



JOB DESCRIPTION

Title:	Facilities Assistant
Hours:	08:00 – 16:00 with a degree of flexibility required. Occasional overtime may be necessary to support operational requirements, events and business activities.
Working week:	Monday to Friday
Responsible to:	Assistant Facilities Manager
Purpose of job:	The Facilities Assistant will provide operational support to the Facilities team, ensuring that meeting rooms, client areas and event spaces are maintained to the highest standard. The role will focus on room presentation, event support, and basic AV checks and troubleshooting, working closely with both Facilities and IT to deliver an excellent workplace experience for staff and clients.

Subject to approval and guidance from the IT Team, the role will also provide first-line support for basic AV issues and break-fix activities, helping to improve service levels and strengthen collaboration between Facilities and IT. The position will provide additional resource to support the Building Wellness Team with the day-to-day management and set-up of events, including activity within G01 and other client-facing spaces.

Main duties and responsibilities will include:

Meeting Room & Client Area Management

- Complete daily set-up and reset of meeting rooms in preparation for scheduled meetings and events.
- Conduct morning building walks of all client-facing meeting rooms and collaboration spaces.
- Ensure rooms are presented as designed, including:
 - Delivery or removal of additional chairs as required.
 - Provision of flip charts as requested.
 - General room presentation and readiness for client use.
- Priority will be 5th Floor Client Suite rooms, followed by G01.

Audio-Visual Support

- Carry out routine checks of AV equipment to ensure it is fully operational.
- Ensure cables and equipment are presented correctly and available for use within cubby holes.
- Report all faults through the IT ticketing system and communicate issues to the First Impressions Team so meetings can be moved if needed.
- Provide basic troubleshooting support where appropriate and approved by IT.

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Health & Safety & Facilities Checks

- Inspect floor boxes and cable management systems to ensure grommets and fittings are correctly positioned.
- Report health and safety issues to the Facilities Team.
- Identify and escalate maintenance issues with our service partners should this not be able to be rectified in house.

Hospitality

- Liaise with the Hospitality Team where catering or refreshments have not been cleared to ensure rooms are ready for subsequent use.

Working Floor Meeting Rooms

- Carry out regular inspections of meeting rooms across working floors to ensure consistent standards.
- Depending on operational demand, complete inspections on a floor-by-floor basis throughout the week, with additional checks undertaken where workload allows following same standard as client floors.

Additional Responsibilities

The person will be trained also be trained as:

- Fire Marshal
- First Aider
- DSE Assessor - This will help the Facilities team, where DSE assessments are currently undertaken by 2 of the team.

The role will also be cross-trained within the Office Services team to provide cover during periods of annual leave and sickness.

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, material changes will not be made without full consultation with the post-holder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

PERSON SPECIFICATION

Job Title: Facilities Assistant

	<u>Essential</u>
Knowledge and Technical Ability	• Organised with analytical and problem-solving skills • Ability to work independently, take initiative, set priorities and see projects through to completion on time • Knowledge of Outlook, Word, Excel and PowerPoint • Excellent written and oral communication skills, including grammar, spelling and punctuation • Develops own knowledge and skills to meet the demands of the role • Ability to remain calm under pressure and in demanding situations
Client Care	• Ability to establish and maintain effective working relationships within the department and firm overall
Firm wide Skills	• Promote the sharing of best practice and knowledge across the firm • Understand the importance of client confidentiality, information security and data protection and act accordingly • Commitment to Continuous Improvement practises
Attributes	• Demonstrates behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment • Shows a positive and proactive "can do" attitude • Enthusiastic and cooperative team-based approach and willing to help others and promote positive team relations • Reliable, with excellent timekeeping • Self-motivated, committed to the Firm and to personal growth

All applicants who are offered permanent or long-term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.