

Title:	Facilities Assistant
Department:	Facilities
Location:	10 – 11 Doughty Street, London, WC1N 2PL
Hours of Work:	40 Hours
Contract:	12 month Fixed-Term contract
Salary:	£22,984pa
Annual Leave:	26 days (excluding bank holidays)
Other Benefits:	Pension contribution Season ticket loan Childcare Vouchers (subject to eligibility)
Reporting to:	Terrance Munduru (Head of Facilities)
Direct Report:	NA
Relationships:	Members, Office Assistants, Finance department, Senior Management Team, Clerks, Information Technology department, Marketing department, People department, Facilities department, Front of House department, Systems providers, and vendors

Purpose of Job

The purpose of this role is to provide support to the Head of Facilities within the facilities department ensuring an efficient and effective chamber.

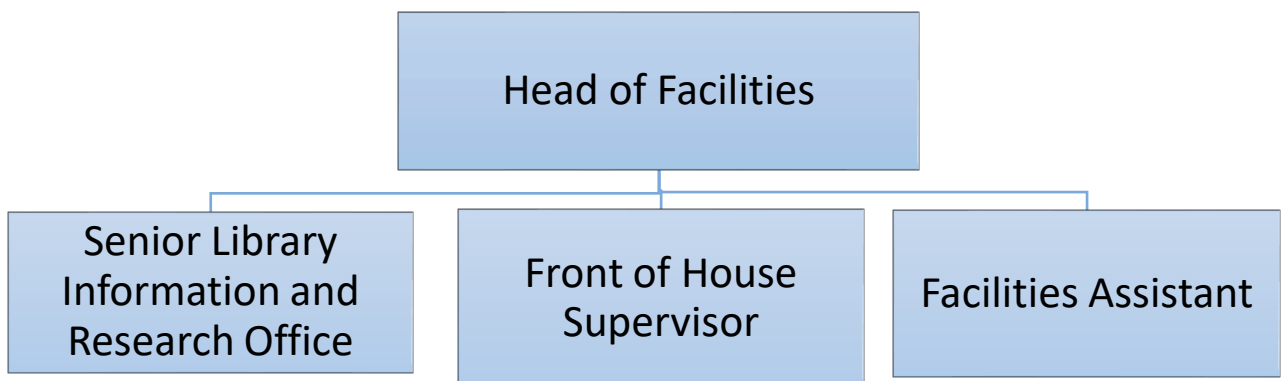
Key Accountabilities and Responsibilities

1. **Office clearing and restoration** - Responsible for aiding members in the efficient archiving, packing, and shredding of files in preparation for planned refurbishment work and the restoration of office space thereafter. Offices are to be clear in advance of commencement of refurbishment work and workspaces to be ready for use thereafter.
2. **Service partners** - Assisting the Head of Facilities with all the service partners and contractors used on site. Responsible for issuing visitor badges to all contractors and taking appropriate action to ensure the safety and security to all staff, members, and visitors in chambers is preserved throughout all works.
3. **Reception** – Provide cover for reception and switchboard where required when staff absence or sickness arise, acting as the main point of contact for Chambers queries including answering the phone promptly, redirecting calls, and recording messages as required to be relayed to the respective individual/s in a timely manner to avoid loss of business.
4. **Facilities/reprographics** - Responsible for the upkeep of all machines in the relevant areas including coffee machines, water machines, printers, franking machine, etc. Responsible for monitoring the demand of facilities resources and providing information about relevant policies to ensure the service meets the needs of all users including niche requests whilst ensuring a positive and seamless service for internal and external users.

5. **Administrative Duties and Correspondence** - Responsible for stationery and toner replenishment, ordering and ad-hoc requests, having oversight of and receiving post, emails, parcels, and files on behalf of Chambers' members and staff, as well as taking appropriate action to ensure all items reach the intended recipient to avoid loss of business, late payment of invoices or potential delays that would cause inconvenience for chambers or the intended recipient.

This is not a contractual document and is subject to variation from time to time as circumstances dictate. This job description summarises the main duties and responsibilities of the post and is not a full and exhaustive list of tasks. All Chambers staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Team Structure



Qualifications, Skills and Experience

- Ideally a minimum of 5 GCSEs at Grade A-C, including Maths and English, or equivalent.
- Experience of working in a busy environment
- Ability to work with a small team and independently
- IT literate and a competent Microsoft office user
- Previous experience answering calls in a business setting
- Excellent communication both verbal and written.
- Excellent attention to detail.
- Good Organisation skills, with an ability to handle multiple tasks simultaneously.
- Good interpersonal skills and able to deal with sensitive and complex staff and member relations.
- A flexible, pro-active, and collaborative approach to problem solving identifying emerging issues
- Awareness of risk, security, data protection; and health and safety at work
- Prior use of cloud-based telephone system

Personal Attributes

- A conversationalist
- Friendly and polite individual
- Sociable

- Able to empathize with others
- Patient
- Hardworking
- Logical thinker
- Understands the importance of inclusiveness
- An individual open to new people and ideas
- A highly motivated individual
- Sustainability focused
- Able to work under pressure and autonomously
- Ability to work in a dynamic environment, dealing with conflicting priorities
- Excellent attention to detail
- Excellent standards of conduct, values, norms, and behaviours in keeping with those of Doughty Street Chambers, embracing the cultural diversity of all colleagues and service users
- Able to demonstrate strong emotional intelligence and an ability to determine underlying issues in potentially challenging situation