

JOB DESCRIPTION

JOB TITLE: Building & Facilities Coordinator

HOURS: 0.8 FTE, 30 hours per week (Sunday – Wednesday) including some evenings

SALARY: £26,360 per annum (full time equivalent £32,950 per annum)

LOCATION: London, NW3

REPORTING TO: Head of Building & Facilities

ANNUAL LEAVE: 28 days (including Bank Holidays) *pro rata* + Jewish Holidays that fall on working days

PURPOSE OF ROLE

To be responsible for day-to-day matters relating to the management of the building and facilities, acting as the first point of contact for any queries or issues. Supporting the Head of Building & Facilities and deputising for them in their absence.

DUTIES & RESPONSIBILITIES

- Take responsibility for regular building-focused checks for lights, toilet facilities, damage to building fabric, health & safety/compliance issues
- Being the first point of contact for all contractors on site to host, induct and instruct where necessary
- Research and evaluate alternative quotes and schedule works with successful service suppliers
- Act as first point of contact for the Nursery, as well as for JW3 tenants in the residential block, for their building related requests
- Monitor and respond to radio requests from Visitor Services, Programming and Venue Hire for Building and Facilities related tasks.
- Undertake regular stock check and feasibility checks on all resources used on site – i.e. laptops, screens, whiteboards, batteries, consumables etc.
- Support with our ability to extend the time the building and facilities team is available to assist for troubleshooting – with consideration of early evenings between 6-8pm.
- Complete reactive requests from the site relating to the building and facilities
- Record requests on 'Monday.com' to monitor the delivery status of the solution, including regular updates on progress for successful management of suppliers.
- Deputise for the Head of Building & Facilities in their absence, specifically with regards to operational matters
- Assist the Head of Building and Facilities in the supervision and management of large installation projects and major maintenance projects
- Take responsibility for operating the Building Management System (BMS), in the absence of the Head of Building & Facilities (training will be provided). This includes reacting to system failures of plant equipment and comfort control for the site, using the BMS as part of the root cause analysis, before evaluating a solution
- Use Artifax (Event space booking system) to identify any issues or concerns at an early stage that may impact on the building operations, or where building operations activity may impact on planned events.
- Assist the Head of Building and Facilities with longer term objectives, such as the aim to reduce energy and carbon emissions, by identifying any patterns or practices that could be improved.

- Assist when necessary in supervising the compliance of Food Bank and Café fridge temperature checks and cleaning schedules.
- Ensure smooth flow of internal communication between the Building & Facilities team, Visitor Services and Programming / Venue Hire teams
- Adhere and maintain all data protection policies and protocols
- Represent Building & Facilities department in absence of Head of Building & Facilities
- Protect and enhance the reputation of JW3, representing JW3 in a professional manner to all stakeholders.
- Undertake other reasonable duties as required by your line manager or members of the Senior Leadership Team.

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills & Experience

- Demonstrable experience of working in a front-facing environment, with excellent written and verbal communication skills
- Ability to navigate competing priorities and manage time sensitive or high-pressure situations in a calm, professional manner
- A professional, confident, and friendly manner with the public
- Strong IT proficiency, including use of Microsoft Office applications and a willingness to learn efficient use of any other systems/databases
- Able to interact confidently and build relationships with a wide range of stakeholders at all levels
- Strong organisational skills, efficient management of time and responsibilities against competing demands
- Willing and able to work flexibly to meet the needs of the team and organisation
- Able to work collaboratively and effectively with others and fostering strong team dynamics
- Proactive and solution-focused, with an ability to take initiative

Desirable

- Experience of Artifax (or other venue management system)
- Experience of Monday.com (or other project management system)
- Experience of working in a similar venue – arts, live performance, theatre, and/or cinema

Personal Qualities

- Demonstrates a commitment to furthering JW3's vision and mission.
- Is approachable and able to engage positively with others, building and maintaining strong working relationships.
- Has a proactive and flexible approach to their work, including a willingness to work evenings, weekends and Bank Holidays to serve the needs of a venue that operates 15 hours per day for 6+ days per week; year-round.
- Driven and passionate about delivering a positive experience to users of the centre