

**JOB DESCRIPTION**

Facilities Assistant

**SALARY:** £8.42 – 9.23 per hour

**CONTRACT TYPE:** Temporary to **July 2020**

**HOURS:** Part time, 12-16 hours per week / split over two or more days.

Although there are designated working hours, opportunities for working some additional hours will be available so a flexible approach is required. It is important that the post-holder is prepared to help with emergencies, accept alterations to routine to meet a change in circumstances and be thoroughly adaptable.

**­­­­­­­­­­­­­­­­­­­­­­­­­­­­**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ROLE SUMMARY**

As the Facilities Assistant you will assist with the myriad of tasks that are involved in keeping a historic house museum running smoothly. You will help give Fairfax House the care and attention it needs behind the scenes, to ensure the upkeep of one of the finest eighteenth-century townhouses in England.

Day-to-day tasks will vary greatly - the course of a working day could see you painting display stands, setting up the Saloon for an event, or covering the reception desk. You’ll turn your practical hand to all sorts of general upkeep activities and minor maintenance ensuring all our facilities are kept in good working order. You'll also be asked to help with manual work such as moving furniture and unloading deliveries.

Public engagement is a key part of what we do at Fairfax House. As Facilities Assistant you will help support the use of the property for events and special functions by helping set-up and clear period rooms, dismantling events equipment and furniture afterwards. As well as being asked on occasion to help with staffing the museum and events.

The post-holder will be a designated key holder and play a role in the alarm response team. This may involve answering alarm calls during closed hours and so applicants are expected to live within 20 mins of the property. Full training on emergency procedures will be given - these procedures are in place to help to protect the key holder.

**ABOUT YOU: What you will bring to the role**

You will enjoy giving the ‘helping hand’ that this special place needs. You will thrive on challenges and not being bound by routine. Having a varied role, that is fast moving and changing will suit your very practical and adaptable approach. You will particularly enjoy being hands-on, and having the opportunity to work behind the scenes. Nevertheless you will have a customer focused approach and wish to provide high standards of presentation to deliver exceptional experiences for our visitors.

**KEY RESPONSIBILITIES:**

This role will contribute to the provision of an efficient, effective and flexible facilities and events service to enable the successful operation of Fairfax House as a historic house museum. You will support the business by:

* Ensuring that the house is presented to the highest standards.
* Helping to keep the House open seven days a week in preparation for receiving visitors.
* Contributing to the Housekeeping routines, ensuring an appropriate level of care and presentation within the house. Ensure that all of the period rooms are cleaned and set up prior to opening.
* Assisting in the arrangement and setting up for special events, functions/dinners and activities at the property, both in and out of normal opening times – preparing, striking, clearing and cleaning before and after the event.
* Undertaking basic handyman/DIY maintenance tasks such as changing light bulbs and ensuring other fixtures and fittings are in good working order, clearing or cleaning general areas, moving or assembling furniture or equipment.
* Helping to ensure that the House, its contents, the terrace and all storage areas are well-kept and maintained in an orderly manner.
* Undertaking manual handling tasks which may include helping to lift and move equipment, supplies and furniture, as well as collection objects as required for the museum, staff, activities or events.
* Helping oversee the activities of any tradesmen, contractors, maintenance workers and others when they are working on the property.
* Assisting with the annual Winter Cleaning Programme in January / February along with other members of staff, following the house guidelines and protocols.
* Ensuring that any cleaning/maintenance equipment is maintained and regularly serviced. Checking there is adequate stock of approved cleaning materials and supplies, reordering as necessary. Reporting any faulty equipment and assisting with minor day-to-day repairs.
* Being vigilant at all times as to the presence and condition of all contents of the house and report immediately any breakages, deterioration or other defects to the historic contents.

**OTHER DUTIES AND REQUIREMENTS**

The Facilities Assistant will be a property key holder and will play a role in the emergency response team. This will involve being asked to respond to alarm calls out of hours in the event of an emergency.

You will also:

* Develop a detailed knowledge and genuine interest in the property and its collections.
* Strive to use resources efficiently and ensure cost effectiveness in all the work you do. You will minimise waste and ensure equipment, tools and materials are properly maintained, utilised and stored.
* Deliver a consistently high level of customer service so that visitor’s expectations are exceeded.
* When providing cover for museum front of house activities provide prompt, efficient and courteous attention to the requirements of customers both in the gift shop and reception.
  + Cash Handling and check floats at the beginning and end of each day to ensure accuracy of daily takings.
  + Ensure every opportunity is taken to increase sales, convert visitors to customers, and ensure high levels of customer service are provided.
  + Effectively promote Gift Aid achieving targets for Gift Aid recovered on admissions.
  + Ensure you have a good knowledge of the York Civic Trust and the property to provide accurate and positive information to all our visitors and allow the active promotion of Membership.
* Work in an environmentally friendly and energy efficient manner, recycling where possible, and promoting this way of working with others.
* Work within the terms of the contract of employment and adhere to Fairfax House policies and the Required Ways of Working. You will ensure that you comply with procedures to manage risk to yourself, colleagues, volunteers, visitors and contractors.
* Undertake any other duties that may be reasonably requested by your line managers.
* Attend staff meetings and any training courses as required to meet the requirements of the post.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**What we are looking for in a Facilities Assistant…**

***Someone who is:***

* Enthusiastic, hardworking and willing to get involved.
* Well-organised and attentive to detail, always being thorough in their approach.
* Resourceful, focused and self-motivated with an ability to use initiative.
* Physically fit – capable of moving equipment, supplies, furniture and other collection objects. Due to the nature of Fairfax House being a Grade I listed building that is across multiple floors, equipment and supplies may need to be carried up and down stairs with some storage areas being not easily accessible.
* Adaptable and flexible in their approach with good organisational skills.
* Able to plan their own time effectively with minimal supervision and multi-task.
* An excellent team player, working alongside colleagues, volunteers and contractors, sharing knowledge and information, helping to create a great place to work.
* Able and willing to work at height from scaffold and ladders.
* Able to use tools and equipment as required for the role.
* Effective communicator with strong inter-personal skills. Ability to communicate with a diverse group of people of varying ages, backgrounds and experiences essential.

***Someone who has:***

* A pro-active, ‘can-do’ attitude.
* A team worker.
* Flexible and able to multi task.
* Methodical and thorough approach.
* DIY, practical skills and the ability to turn your hand to different maintenance tasks.
* Ability to deal with contractors or maintenance workers.
* Good standard of literacy and numeracy.
* Excellent hand and eye co-ordination.
* Experience of working both independently and as part of a team.
* A keenness to learn and add to personal skills base.

**Experience:**

A broad range of practical skills and experience will prove useful and will help when tackling different tasks, minor repairs or general maintenance on buildings. Formal qualifications are not essential other than literacy and but enthusiasm to learn is essential.

Relevant experience of the following would be desirable:

* Experience of undertaking small DIY projects and general maintenance tasks.
* Knowledge of the approach required when working in a historic property.
* Able to demonstrate practical experience and knowledge in appropriate trade(s).
* Knowledge of materials and working practices as they relate to buildings.

**Please note that the applicant will be required to complete an Enhanced DBS check.**