



## Job information: Facilities Assistant

### Summary

We're recruiting for a Facilities Assistant to support the effective management of Ella's office, community hub and homes, ensuring they remain safe, well-maintained, and fully operational. The Facilities Assistant will act as a key point of contact for contractors and suppliers, assist with general upkeep of the facilities, and contribute to a safe and welcoming environment for staff and service users.

<b>Job Location:</b>	Aldgate, London (with travel to properties across South & East London)
<b>Salary:</b>	£27000 - £28000 pro rata
<b>Working hours:</b>	Part-Time, Monday to Friday, 9:00-13:00 (20 hours per week)
<b>Reporting to:</b>	Operations Manager

*An enhanced Disclosure and Barring Service check will be undertaken. This post is restricted to women due to the nature of the role. The Occupational Requirement section under Schedule 9 (part 1) of the Equality Act 2010 applies.*

### Two reasons why you should join Ella's

1. You will make a difference: Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. Join us, and be a crucial part of ensuring survivors have all they need to recover and build lives that are safe and free.
2. You will work in a great place: We are a passionate, growing organisation. Of our staff, 100% say they would recommend Ella's as a place to work. As a team, we are strong, women-led, authentic, professional, fun and supportive of one another.



## **Main responsibilities**

### **Office and community hub support**

- Ensure Ella's office and community hub is well-maintained, clean, and organised for staff and service user use.
- Manage office supplies, ensuring sufficient stock levels of stationery, cleaning products, tea/coffee/milk, and other essentials.
- Collect the post regularly from Ella's post address and ensure the post is delivered to the correct people.
- Conduct basic maintenance tasks (e.g., replacing light bulbs, tidying storage areas) and liaise with contractors for more significant repairs or upgrades.
- Perform regular health and safety checks, reporting any issues to the Operations Manager.

### **Home visits and contractor management**

- Obtain quotes for externally commissioned maintenance and facilities related contracts, ad hoc repairs, and redecoration of the building.
- Oversee and maintain the safehouse repairs log, ensuring accurate and timely updates are provided to caseworkers.
- Travel to Ella's safe homes as required to meet contractors, suppliers, or delivery personnel.
- Oversee on-site work, ensuring contractors adhere to safety protocols and complete work to the agreed standard.
- Provide access to properties for repairs, maintenance, and inspections, and communicate progress to the Operations Manager.
- Conduct basic checks within the homes, reporting any maintenance or safety concerns.
- Oversee and maintain the safehouse repairs log, ensuring accurate and timely updates are provided to caseworkers.

### **Health and Safety**

- Ensure compliance with health and safety standards across all facilities, reporting hazards or risks to the Operations manager.
- Regularly inspect fire safety equipment (e.g., fire extinguishers, alarms) and assist with evacuation drills when necessary.
- Support the implementation of policies related to safe working environments.

### **General administration**

- Maintain accurate records of contractor visits, maintenance schedules, and stock inventories.
- Assist the Operations Manager in keeping documentation up-to-date, including compliance certificates and maintenance logs.
- Communicate effectively with the team regarding any ongoing facilities work that may impact operations.

## Person Specification

### Essential

- Excellent organisational and time management skills.
- Ability to manage multiple tasks effectively and work independently.
- Strong communication skills, both written and verbal.
- Basic understanding of health and safety requirements.
- Comfortable liaising with contractors and overseeing on-site work.
- Willingness to travel locally between Ella's office and safe homes.
- A proactive and practical approach to problem-solving.

### Desirable

- Experience in facilities or property management.
- Familiarity with trauma-informed environments or working in the charity sector.
- Basic maintenance skills (e.g., DIY tasks).

### How to apply

To apply for this role, please submit the following:

- Up to date CV
- A short cover letter explaining your motivation for applying for the role
- Completed [equal opportunities online monitoring form](#). The information on this form will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application. This form is submitted online and does not need to be emailed with your application documents.

**Please email [recruitment@ellas.org.uk](mailto:recruitment@ellas.org.uk) with your CV and to let us know you have completed both forms before 9:00 am on Friday 14 February. Please write 'Facilities Assistant' in the subject line of your email.** We will review applications as we receive them and may offer interviews before the closing date.

It is intended that interviews will be held during February. Candidates will be invited to interview by email, please check your spam folder.

If you have queries about any aspect of this role or the appointment process, need additional information or wish to have an informal and confidential discussion then please email [recruitment@ellas.org.uk](mailto:recruitment@ellas.org.uk). Please also note that appointment to this role will be subject to a DBS check.

## More about Ella's

Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. Our mission is to do everything we can to ensure survivors have all they need to recover and build lives that are safe and free.

Here is a summary of our main activities:

- We run five safe houses. This supported accommodation is crucial for survivors, until they are ready and able to live independently.
- We provide regular support for women and families in neighbourhoods across London, and many more further afield when they need us.
- We speak out on issues affecting the women we work with. We care deeply about survivors of trafficking and exploitation and want to see a world where these crimes are not tolerated.

Ella's is an equal opportunities employer. We encourage applications from all backgrounds and communities, as we believe having a diverse team adds value and positively impacts our service. We actively encourage applicants from BAME backgrounds, LGBTQ+ applicants and those with disabilities. We are committed to equality and diversity within our organisation.

(Photo: Tom Price/Ella's)

