

## FACILITIES ASSISTANT

<b>Location:</b>	Helen Bamber Foundation office, Camden and Old Street, London
<b>Responsible to:</b>	Operations Manager
<b>Hours:</b>	Part-time flexible 3 days a week (22.5 hours) or 4.5 hours per day on-site role
<b>Salary:</b>	£26,000 pro rata
<b>Benefits:</b>	27 days holiday (pro-rata) plus 4% matched pension contribution

### BACKGROUND

The Helen Bamber Foundation (HBF) is a pioneering Human Rights charity supporting refugees and asylum seekers who are the survivors of trafficking and torture, including gender-based and 'honour-based' violence. From our offices we provide specialist medical consultation, therapeutic care, legal protection and practical support to survivors of human rights violations by helping men, women and children heal the emotional and physical damage they have suffered through torture, trafficking or other forms of cruelty. We also take the learning from our work to develop partnerships to increase survivors' access to services, and use the learning generated by our clients and partners to drive system change.

Since August 2020, Asylum Aid has been part of the Helen Bamber Foundation Group. Asylum Aid operates as an independent charity, led by its own Executive Director within the group structure. For over thirty years, **Asylum Aid has been providing legal representation to some of the most vulnerable people seeking asylum.** It has built an expert service, delivering vital and life-saving services in some of the most complex legal cases, with a particular speciality working with unaccompanied children, survivors of trafficking, torture or other forms of human cruelty, and stateless people. *In this role you will support both charities alongside the Operations Manager.*

### OVERVIEW OF THE ROLE

As the facilities coordinator, you will be responsible for maintaining a secure and well-functioning work environment in our building. You will be responsible for performing regular building safety and security checks, maintaining the office and ensuring the office is tidy each day you are present. There is the possibility that this role will be increased to full time in the future.

HBF currently has an office in Camden and will be relocating to Old Street in September-October 2024. And Asylum Aid has an office in Westminster which will be in use until at least the end of the year. In this role you will therefore be responsible for the conducting necessary tasks to facilitate the moves and the smooth transitions to the new office.

You will be managed by the Operations Manager and work closely with the Finance and Facilities Assistant as well as the Client Services Leads, Asylum Aid's Legal Team Administrator, and the Executive Director of Asylum Aid to provide coordination and maintenance of the office facilities.

## MAIN DUTIES AND RESPONSIBILITIES

1. Maintenance of the office and facilities:
  - Act as the key liaison contact for all of our maintenance and office suppliers including where necessary arranging emergency repairs;
  - Lead on the smooth running of the heating and cooling systems;
  - Responsible for ensuring that the monthly office supply needs are replenished (including therapy, IT and other supplies);
  - Set up, with support from the Office Manager, an inventory system and an up-to-date asset list for audit purposes;
  - Undertake the necessary health and safety checks to ensure a safe working environment;
  - Act as the first point of contact for in office IT queries and problems, including wifi and laptop, monitor and phone appliances;
  - Act as one of the point of contacts for security systems;
  - Support team members to tidy the office following community activities and staff meetings;
  - Administer the fire safety policy with regular testing of facilities; and office security including panic alarms and burglar alarms.
  - Keeping maintenance records.
2. Providing practical support for moving premises:
  - Create an asset list for the move;
  - Assist with the coordination of packing and unpacking;
  - Liaise with the Operations Manager to create fire safety plans for the new building and facilitate staff training; and
  - Support on researching, and procuring new suppliers.
3. Maintain and administer office policies and procedures:
  - Maintain the health and safety policy and records within the office and lead on the updating of office risk assessment and sign off;
  - Keep the office rota up to date;
  - Develop new office policies, with the support of the Operations Manager, where necessary; and
  - Ensure staff compliance with health and safety regulations.

## PERSON SPECIFICATION

The successful candidate will be an excellent organiser who is able to work collaboratively with other members of the office team.

### Essential

- A hands-on approach and positive attitude;
- Excellent interpersonal and team working skills with an ability to work independently as well;
- Excellent organisational and communications skills;

- Able to work on own initiative;
- Proficiency in office software such as Microsoft; and
- A willingness to learn about health and safety and other office regulations.

Please note that the successful candidate will already have the right to work in the UK and will be offered the job subject to suitable references and a DBS check. If appointment, you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment. We particularly welcome applications from those from Black, Asian, Minority-Ethnic, refugee and migrant backgrounds. We regret that we can only respond to applicants who make it to the interview stage. No agencies please.

Please submit an up-to-date CV and a short covering letter outlining how your skills and experience match the listed duties, responsibilities and person specification to [job@helenbamber.org](mailto:job@helenbamber.org) by 5pm on Friday 7<sup>th</sup> June. First interviews will be held in the week commencing 10<sup>th</sup> of June, 2024.