



Royal College of Anaesthetists

Facilities Assistant

Directorate: People and Operations

Reports to: Facilities Manager

Band: B

1.1 Job purpose

The role provides a seamless facilities service across the College to employees, fellows, members, partners and visitors.

This includes locking and unlocking the premises and ensuring the premises are in proper working order to maintain a safe, secure and efficient environment.

1.2 Key tasks and responsibilities

Building Maintenance and Office Support

- Ensure the premises is securely locked and unlocked
- Coordinate with external vendors and contractors for repairs, installations and maintenance work
- Perform minor repairs and maintenance tasks as required
- Ensure that all facilities are in optimal working condition
- Set up event/examination spaces in line with agreed plans
- Assist in office moves, furniture setups and meeting room management
- Monitor and replenish office and janitorial supplies as needed
- Monitor and respond to Facilities Support System (TopDesk) daily and provide regular updates on outstanding tasks as appropriate
- Troubleshoot and resolve problems with audio/visual equipment
- Provide general office support services to employees, fellows, members, partners and visitors

Health and Safety

- Implement health and safety protocols and ensure compliance with relevant regulations and guidelines
- Act as Fire/Intruder Emergency Alarm Coordinator
- Conduct regular inspections to identify hazards and implement corrective measures
- Maintain accurate records of health and safety inspections, incidents and training sessions
- Assist in the development and delivery of health and safety training programmes for employees
- Act as a point of contact for health and safety inquiries and issues
- Ensure building inductions are carried out with all contractors
- Ensure work permits are processed and monitor contractor work whilst they are on site
- Act as First Aider and Fire Marshal
- Act as the competent person in respect of all Display Screen Equipment (DSE) requirements, conducting work and home assessments, providing support and following up on all actions identified as part of the assessment

Front of House / Reception

- Provide a professional and welcoming reception service, maintaining a tidy and organised reception area and ensuring a positive first impression for all visitors
- Provide security management by overseeing the Card Access Control system
- Manage external visitors on behalf of the tenants based in the building
- Coordinate meeting room bookings and assist with the setup of audio/visual equipment
- Manage incoming and outgoing emails for Reception
- Manage courier collections, deliveries and all internal post
- Assist the Examinations/Events Teams with administration/support as required
- Monitor sign in/out of keys by employees and contractors

1.3 Qualifications, skills, knowledge and experience

- Demonstrable experience and knowledge in a facilities management role
- Experience of managing a busy reception desk, security control and card access systems
- Knowledge of health and safety regulations and procedures, particularly in relation to contractor management, DSE assessments, and fire and intruder alarm systems
- A proactive and flexible approach to work, with the ability to work independently and as part of a supportive team
- Strong communication and interpersonal skills
- Ability to multitask and prioritise tasks effectively
- Attention to detail and problem-solving abilities
- Proficiency in using Microsoft Office suite

Desirable:

- DSE trained and/or qualified

Signature:

Name:

Date: