



Royal College of Anaesthetists

Facilities Assistant

Directorate: People and Operations

Reports to: Facilities Manager

Grade: 7

1.1 Job purpose

To ensure a seamless facilities service is provided across the College to all staff, fellows, members, partners and visitors.

1.2 Key tasks and responsibilities

Front of House / Reception

- Ensure all staff, members, contractors and visitors sign in and out of the building and assist the Events Team with events administration, when required
- Issue security/building passes to new staff, council members, faculty and visitors
- Answer calls and enquiries in a timely fashion; passing calls on to the appropriate departments
- Manage the Facilities and Reception email inboxes, passing emails on to appropriate departments in a timely fashion
- Open, deliver and frank post
- Manage courier collections and deliveries
- Monitor keys being signed in and out to staff and contractors
- Book Taxis as directed and advise the Finance Team

Building Maintenance and Office Support

- Monitor reporting system (TOPdesk) regularly and respond to requests and update tickets accordingly, in a timely fashion
- Provide office support services to all staff, council members, faculty and visitors
- Assist in other office tasks across the College; such as large mailings and collating / coping documents
- Support events and meetings at the College
- Manage the daily set up and breakdown of meeting rooms
- Maintain loading bay by keeping it tidy, removing and/or delivering heavy items
- Maintain the tidiness of the Education Hub
- Lift and shift furniture and deliveries, as required
- Prepare and print room signage
- Take part in a shift rota system to lock and unlock the College building (keyholder)
- Cover occasional late events or weekend work

Health and Safety

- Inform the Facilities Manager and/or Head of Facilities of any health and safety issues
- Comply with the Health and Safety at Work Act 1974, at all times
- Complete in-house Planned Preventative Maintenance, as directed
- Ensure contractors receive and complete permits to work, prior to work commencing
- Update staff, first aiders and fire warden registers
- Carry out role of Fire Aider, as required
- Carry out role of Fire Marshall, as required

1.3 Qualifications, skills, knowledge and experience

- Proven experience in a receptionist, facilities or front of house role, ideally within a similar organisation
- Experience of working with a switchboard and/or service desk software
- Excellent customer service skills
- Excellent interpersonal and communications skills, both written and verbal
- Proficient in using Microsoft Office

Signature:

Name:

Date: