

JOB DESCRIPTION

JOB TITLE	Facilities Coordinator
TYPE OF CONTRACT	Permanent, full-time
RESPONSIBLE TO	Estates Manager
GRADE AND SALARY	Grade 2 £23,968 to £26,977 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week based on an agreed shift pattern
KEY WORKING RELATIONSHIPS	Estates Manager, Customer Service Officer, Space Management Officer, Students and Staff
INTERNAL	
EXTERNAL	Contractors, Visitors/Guests and Visiting professionals
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues

(5) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(6) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(7) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(8) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(9) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(10) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket
(11) REWARDS MARKETPLACE	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

JOB PURPOSE

- To be part of the welcoming team for LAMDA
- To deliver key tasks to ensure the day to day running and maintenance
- To respond to requests for assistance and support the Customer Service Officer with such requests
- To support the Space Management Officer in making sure rooms and spaces are ready for lessons and events
- To be a key part of the House team when performances are taking place
- To be a key part of the Emergency Response team for LAMDA

DUTIES AND RESPONSIBILITIES

- To be responsible, with others, for keeping the building at Talgarth Road in a good state of repair
- Play a vital role in the H&S of the building i.e corridors are not blocked, fire escapes are clear and fire doors tested, ensuring that all front and rear of house areas are presented to a high standard, are always secure and health and safety compliant. This also includes carrying out the daily checks & inspections and condition reporting
- Assist to ensure the safety of the premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings and access points
- To be responsible for the opening/locking up ensuring the alarms are set
- To ensure that welfare facilities are clean, functioning and properly stocked
- A proactive approach to repairs and the reporting of any issues
- To support the FOH manager during the shows and Events

- Monitoring the Facilities inbox and replying to customer emails in a timely fashion
- Proactively monitoring the room booking system to ensure all rooms are set up as per any request
- Be responsible for and answering the Facilities phone dealing with any requests
- Proactively Monitoring the Facilities call logging system, responding to and updating customers of the progress of their call
- Respond to emergency situations to provide necessary assistance to employees and customers to include first aid and security situations
- To assist with setting up and clearing rooms for classes, meetings and events as required including, but not exclusive to, furniture, technical equipment, sound and audio equipment and other equipment as requested
- Provide excellent customer service
- To sweep and wash down, as needed, the entrances to the building, keeping the paths, approaches and grounds in a clean and tidy condition, including litter picking where necessary
- To receive fire warden, first aid and seizure training:-
- As Fire Warden, ensure the building is evacuated smoothly, and that staff and students are directed to the evacuation point
- As a First Aider, respond to any medical emergency whilst on shift
- Act as a Fire Marshall as and when required
- To cover reception as and when required ensuring that:
 - Visitors and Guests are greeted and assisted
 - All incoming calls are dealt with
 - All incoming and outgoing post is processed and distributed
 - Any other reasonable request is completed
- To undertake any other duties that may reasonably be requested by the Estates Manager or Assistant Estates Manager

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Good oral and face-to-face communication skills</p> <p>Problem solving and positive attitude</p> <p>Good customer service skills</p> <p>Initiative, enthusiastic, motivated and driven</p>		CV/Cover letter/ Interview
KNOWLEDGE	A thorough knowledge of basic maintenance skills and/or experience of a trade	<p>ICT support/knowledge</p> <p>Good ICT skills</p>	CV/Cover letter/ Interview
EXPERIENCE	Previous experience of maintenance of communal buildings or in a customer facing service desk	Good DIY skills or a trade	CV/Cover letter/ Interview
QUALIFICATIONS		Qualified First Aider	Certificates (If applicable)
QUALITIES	<p>Self-motivated with the ability learn quickly and adjust to change</p> <p>Collaborative team player with ability to communicate clearly and effectively</p> <p>Empathetic, supportive and willing to help</p> <p>Ability to deal and respond to a variety of stakeholders</p> <p>Ability to work on your own as well as part of a team</p>		CV/Cover letter/ Interview

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six-degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy's President.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.