

## Are you our new Facilities Assistant?

### The basics:

<b>Location</b>	Central London
<b>Reporting to</b>	Senior Facilities Manager
<b>Salary</b>	£18,000 to £25,000 dependent on experience
<b>Working hours</b>	Full time. The pattern of hours may vary according to operational needs and generally work will be carried out during normal office hours. Some late night and weekend work will be required
<b>Contract</b>	This is a permanent contract. The period notice is 1 month in writing on each side. There is a probationary period of 3 months.
<b>Holidays</b>	25 days per annum, plus statutory holidays
<b>Equal Opportunities</b>	We strive to be an equal opportunities employer and commitment to this process will be expected.

### Who are we?

We are Future Cities Catapult. We accelerate urban ideas to market, to grow the economy and make cities better. We bring together businesses, universities and city leaders so that they can work with each other to solve the problems that cities face, now and in the future.

From our Urban Innovation Centre in London, we provide world-class facilities and expertise to support the development of new products and services, as well as opportunities to collaborate with others, test ideas and develop business models.

We help innovators turn ingenious ideas into working prototypes that can be tested in real urban settings. Then, once they're proven, we help spread them to cities across the world to improve quality of life, strengthen economies and protect the environment.

### What will you be doing?

You will be part of a team responsible for delivering the day to day operations of the Urban Innovation Centre (UIC). The UIC is an innovation hub in Farringdon, hosting the Future Cities Catapult, commercial tenants and licensees, as well as a high quality programme of activities, events and exhibitions to successfully engage our current stakeholders and new audiences.

With a substantial and proven track record of achievement in similar positions, you will be expected to portray a positive image of the Centre, exuding a high level of professionalism at all times.

### **Main Responsibilities:**

#### **Operations:**

- First point of contact on reception (FOH) for clients, visitors and contractors to the Centre.
- Work as part of a team to deliver great service.
- Provide a warm welcome to the Centre and build friendly, professional relationships with all clients
- Keep reception area clean and tidy at all times.
- Deal with and resolve client and visitor enquiries and minor complaints.
- Perform all reception related duties i.e. security passes, stationery orders, couriers, mail etc.

#### **Standards:**

- First Impressions - be well presented, friendly and professional at all times.
- Complete housekeeping checks and take ownership for the visual standards of the centre - specifically, reception, meeting rooms, kitchens and common areas.

#### **Meetings and Events:**

- Provide service to meeting rooms including serving and clearing away tea/coffee/catering.
- Process room booking requests - bookings are correct and setups are accurate, making sure that the necessary facilities, equipment and catering are available.
- Experienced in using and setting up AV Equipment and basic troubleshooting.

#### **Health and Safety:**

- Be aware of Health and Safety responsibilities and assist with ensuring a safe working environment.
- Fire Warden Responsibilities.
- First Aid Responsibilities.

#### **Administrative tasks:**

- Raise purchase orders.
- Stocktaking and stock control such as stationery and for events - catering and furniture.
- Reconcile invoices for the above.

## What will the first year outcomes of your role be?

Outcomes are what you need to accomplish in your role. We think it is always useful to know these before you start. These are not all the outcomes you will be expected to achieve, but are some of the primary ones:

- The Urban Innovation Centre is operating impeccably in terms of, events support and any other facilities service or function.
- You will have established yourself as the go-to person for reception and visitor enquiries.
- 75% of our staff feels that they received the highest standards of services.
- 100% of our events are running smoothly, with the adequate level of support.
- You will have impressed external stakeholders with your manner and professionalism

## What kind of person are we looking for?

### **You will have:**

- You will have at least 3-5 years of experience in a similar role, as a receptionist, welcome host, facilities assistant, event organiser or similar.
- An interest in developing a career in Facilities Management.
- Strength of character to deal with challenges - and the tact and diplomacy to handle those more challenging situations.
- Ability to prioritize tasks and deliver assigned tasks to meet deadlines.
- Strong customer service and organisational skills.
- Attention to detail that ensures process and administration is done correctly, and on time.
- Great spoken and written communication skills, earning as well as giving respect from both your team and stakeholders.
- A great attitude - positive and confident.
- A flexible, hands on attitude that will mean no job or action is not dealt with in a timely manner.
- Ability and willingness to work evenings and weekends.
- Keen to further your career within facilities management.

## What about our culture?

We are a rapidly growing organisation with a mission to make urban innovation happen. We are all deeply committed to our mission, and you will need to share that commitment and be happy to work in a fast-moving, unstructured and cross-disciplinary environment.

Things change as we learn, and you'll need a degree of adaptability. Our culture is open, collaborative and relatively non-hierarchical. We've tried to capture our way of working in three principles:

- (i) Break new ground** – we're transformative, imaginative and intelligent
- (ii) Play nicely** – we're collaborative, approachable and fair
- (iii) Make it a reality** – we're down to earth, tangible and we get stuck in.

You'll thrive in an environment that sits between public and private, between cities and tech, between art and science, between research and practice.

If you are excited by the possibility of working in one of the world's leading urban innovation centres, a place stuffed with a diverse group of talents and perspectives, we would encourage you to send your application.

### Want to apply?

Send your CV and portfolio with covering letter via our [application portal](#) and in your cover letter, tell us why you're right for the job.

[www.futurecities.catapult.org.uk](http://www.futurecities.catapult.org.uk)

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