

## Facilities & Front Of House Assistant

**Salary:** £12/hour, rising to £13.20/hour after 6 months

**Annual Leave:** 28 days plus 11 public holidays, pro rata

**Number of hours per week:** 24 hours per week, including some evenings and weekends

**Period of contract:** 12 months fixed term

**Location:** Kinning Park Complex, 43 Cornwall St, Glasgow G41 1BA.

**Start date:** Immediate / Negotiable

**Closing Date:** 8 October 2024

KPC is a well-established and well-loved community space with a large hall, a number of small office and event spaces, potential hot desking spaces, a kitchen, cafe, and a community garden. The space is a vital community asset with a range of community-based projects and activities including community meals, classes and events.

We are looking for an experienced and enthusiastic person to be our facilities and front of house assistant, supporting the KPC staff team with maintaining a healthy, safe, clean and well maintained building environment, and being a point of contact for users of the building and tenants. This role will work with the Building and Hires Lead and staff team to ensure the building is fully fit for purpose and meets the needs of visitors, tenants and community members alike. You will also help set up and take down for events, and help with bookings and enquiries.

### Role Description


**Role Purpose:** to provide facilities and front of house support that contributes to

- The KPC building being fully operational, fit-for-purpose, safe and secure;
- KPC attracting and sustaining tenant residency in the building
- KPC's occupancy and income maximisation


### Contact us

 [www.kinningparkcomplex.org](http://www.kinningparkcomplex.org)

 [hello@kinningparkcomplex.org](mailto:hello@kinningparkcomplex.org)

 07840843314

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- All regulatory and operational policies, protocols, systems and procedures being in place; and
- Tenants and visitors to KPC feeling welcomed and receiving a professional and respectful experience.

## **Specific Duties and Responsibilities**

### **Front of House**

- Responding to telephone and walk in booking enquiries
- Covering reception duties and being point of contact for visitors and tenants, hires of building
- Receiving mail and deliveries at reception

### **Building and Facilities Management Support**


- Maintain all spaces in the KPC building in a useable and presentable state
- Opening and closing the building securely on designated days
- Maintain safe conditions and safe working practices within all the facilities
- Ensure, along with the Building and Hires Lead, that organisation and statutory health and safety procedures and policies are adhered to within the building
- Ensure all furniture and fittings are fully compliant with our standards of safety and comfort
- Regular external building and grounds inspections, sweeping, removing litter, ensuring paths are clear and supporting upkeep of garden
- Regular inspection of the building, including heating, cooling, lighting and alarm systems
- Ensure toilets are kept clean and tidy, and replenished with required stock
- Empty bins and moving bins in preparation for weekly pick-ups
- General maintenance and minor repair work including: doors, windows, toilet seats and flushes, furniture, tap washers
- Report any defects of building, furniture, fittings and equipment
- Ensure cleaning standards are upheld by external contractors

## **Events & Duty Management Support**


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- Contribute to developing effective procedures and working practices in KPC
- Follow guidelines, procedures and policies provided by the organisation in relation to booking and events
- Prepare contracts for new hires and key holders, responsible filing
- Set up and pack down rooms according to bookings diary including chairs, tables, audio visual, IT and refreshments; moving equipment around building as required
- Check building cleanliness and for hazards or reported issues during shift
- Order and maintaining stock of supplies for events and hires
- Help with some H&S checks after training provided

### **Essential Criteria**

- Strong experience of effective working with Microsoft Office / Excel, email platforms, online filing and document management systems
- Ability to integrate with and effectively communicate with others
- Excellent attention to detail and accuracy
- Strong time management skills - highly organised, able to multitask, work under pressure and able to work autonomously
- Strong customer service skills, approachable and enjoys liaising with a diverse range of KPC users and our community
- Experience of facilities management or similar
- Experience in DIY activities of a general building and maintenance nature e.g. minor repairs, including the use of associated hand and power tools.
- Knowledge and experience of safe moving and handling procedures
- Awareness of H&S, COSHH and hygiene regulations

### **Desirable Criteria**

- Knowledge of online booking systems
- Experience of working in a small organisation / charity / not for profit


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## How to Apply

To apply please email your CV and a cover letter detailing your experience and suitability against the essential and/or desirable criteria outlined in the role description to [board@kinningparkcomplex.org](mailto:board@kinningparkcomplex.org) with **FAO Facilities & Front of House** as the subject line. Where possible, please attach a PDF version of both your CV and cover letter to your email.

### Deadline to apply:

Kinning Park Complex is committed to the promotion of an inclusive and diverse working environment and we therefore encourage applications from all suitably-qualified individuals, irrespective of age, gender, transgender status, disability, sexual orientation, marital, parental status or caring responsibilities, ethnic or racial origin, or class background.

If you have any questions about the role before applying, please contact us by email - [board@kinningparkcomplex.org](mailto:board@kinningparkcomplex.org)


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