



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Facilities Officer</b>
<b>Key Relationships</b>	<b>General Manager, Events &amp; Development Officer, Vault Artist Studios Members</b>

### **Main purpose of job:**

We are looking for an ambitious and highly driven Facilities Officer to join our team. You will be highly organised and an efficient point of contact for members of Vault Artist Studios, our contractors and partner organisations.

You will be responsible for ensuring that all Vault facilities across our two sites are available for use, maintained at high standards and meet the necessary health and safety standards, delivering clean, safe and secure facilities for our studio holders, customers, partners and visitors.

You may be called out at unsociable hours or at weekends to deal with security problems, make emergency repairs or allow access to any contractors who may be working on site.

The ideal candidate will be a highly organised, practical, and enthusiastic problem solver, and will have knowledge and experience within a facilities management role.



## **Job responsibilities:**

### **Health & Safety, Risk Assessment, and Policies & Procedures**

- You will ensure that all Vault facilities are compliant with Health & Safety legislation and requirements.
- You will perform regular building inspections and routine checks are made to ensure that all systems are statutory compliant, operational and free from hazards.
- You will report regularly on Health & Safety to the Vault Artist Studios General Manager and recommend and implement improvement actions.
- You will liaise directly with Vault Artist Studios Studio Holders, Customers, Partners, and Contractors to ensure Health & Safety is maintained across our facilities.
- You will manage our Fire Alarm Systems, Emergency Lights Systems, and logbooks, and will be responsible for testing and drills.
- You will be responsible for devising and undertaking risk assessments across our facilities, and for recommending actions to eliminate or reduce risks.
- You will develop and implement Policies and Procedures to ensure effective running of our facilities and compliance with all statutory requirements.

### **Facilities Maintenance and Cleaning**

- You will ensure that all planned, preventive, and corrective maintenance, and all cleaning work at Vault Artist Studios is completed by our contractors to specification, on-time and on budget.
- You will build strong relationships and effectively liaise with our maintenance and cleaning contractors.
- You will manage our Building Maintenance Budget.
- You will communicate with our studio holders, customers, partners, and visitors to ensure that disruption to them caused by maintenance and cleaning activities is minimised.
- You will deliver practical, hands-on assistance in maintenance, repair, and cleaning when necessary or when doing so represents the most cost-effective solution.
- You will report regularly on the status of our maintenance and cleaning programmes to our General Manager.

### **Facilities Improvement and Refurbishment**

- You will support our General Manager in the development of strategic programmes to improve and refurbish our facilities, including support for applications for capital funding.
- You will support our General Manager in the management of Improvement and Refurbishment projects, monitoring the quality of work undertaken by our contractors and taking appropriate action in the event of unsatisfactory outcomes.



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### **Customer Service**

- You will contribute to an exceptional customer experience for all users of our facilities
- You'll assist in reporting customer queries, complaints and feedback, and working with other staff to resolve issues in a timely manner
- You will ensure that our Vault values are evidenced in all dealings with customers and contribute to the Vaults organisational culture.

### **Facilities Rental & Event Support**

- You will ensure that availability of our rental facilities is maximised
- You will liaise with our Events Officer to schedule maintenance and improvement work at appropriate times
- You will participate in the staff rota making sure that timely access is provided for our room hire customers
- You will assist in the set-up and take down of equipment associated with our facilities rental and events programme

### **Communication**

- Participate in regular team meetings, reporting on your areas of responsibility.
- Meet weekly with the General Manager and provide timely updates and reporting, against agreed targets including income updates.
- Provide efficient, timely, friendly and professional communications to all studio holders, customers, visitors, stakeholders and staff at the Vault.

### **General**

- Maximise income and minimise expenditure wherever possible.
- Support the Board of Trustees to develop and implement exceptional customer service standards and ensure that colleagues always respond with the highest levels of customer service.
- Any other reasonable duties as specified by the General Manager or Board of Trustees.



## PERSONNEL SPECIFICATION

Job Title: Facilities Officer

Quality	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• 5 or more GCSE's, or equivalent, to include Maths &amp; English</li> <li>• HND level or equivalent in facilities management, building management or related discipline or equivalent job-related experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised health and safety award e.g. IOSH</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• A minimum of 3 years' experience in facilities management or in a similar area</li> <li>• Experience of planning and managing budgets</li> <li>• Proven experience of managing health &amp; safety matters in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the management of heritage buildings</li> <li>• Experience of working within an arts organisation</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Strong IT skills including Microsoft Office and Google Workspace</li> <li>• Ability to demonstrate a commitment to sustainability and reducing environmental impact</li> </ul>	
Skills and behaviours	<ul style="list-style-type: none"> <li>• Excellent interpersonal and relationship building skills</li> <li>• Highly motivated with a 'service driven' and 'can do' attitude</li> <li>• Practical and hands-on approach to problem solving with the ability to coordinate a speedy response to maintenance issues</li> <li>• Ability to prioritise and plan workload efficiently, across multiple simultaneous projects</li> <li>• Excellent communication skills</li> </ul>	

Note: VAS is an equal opportunities employer. The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the position.