

# Front of House and Facilities

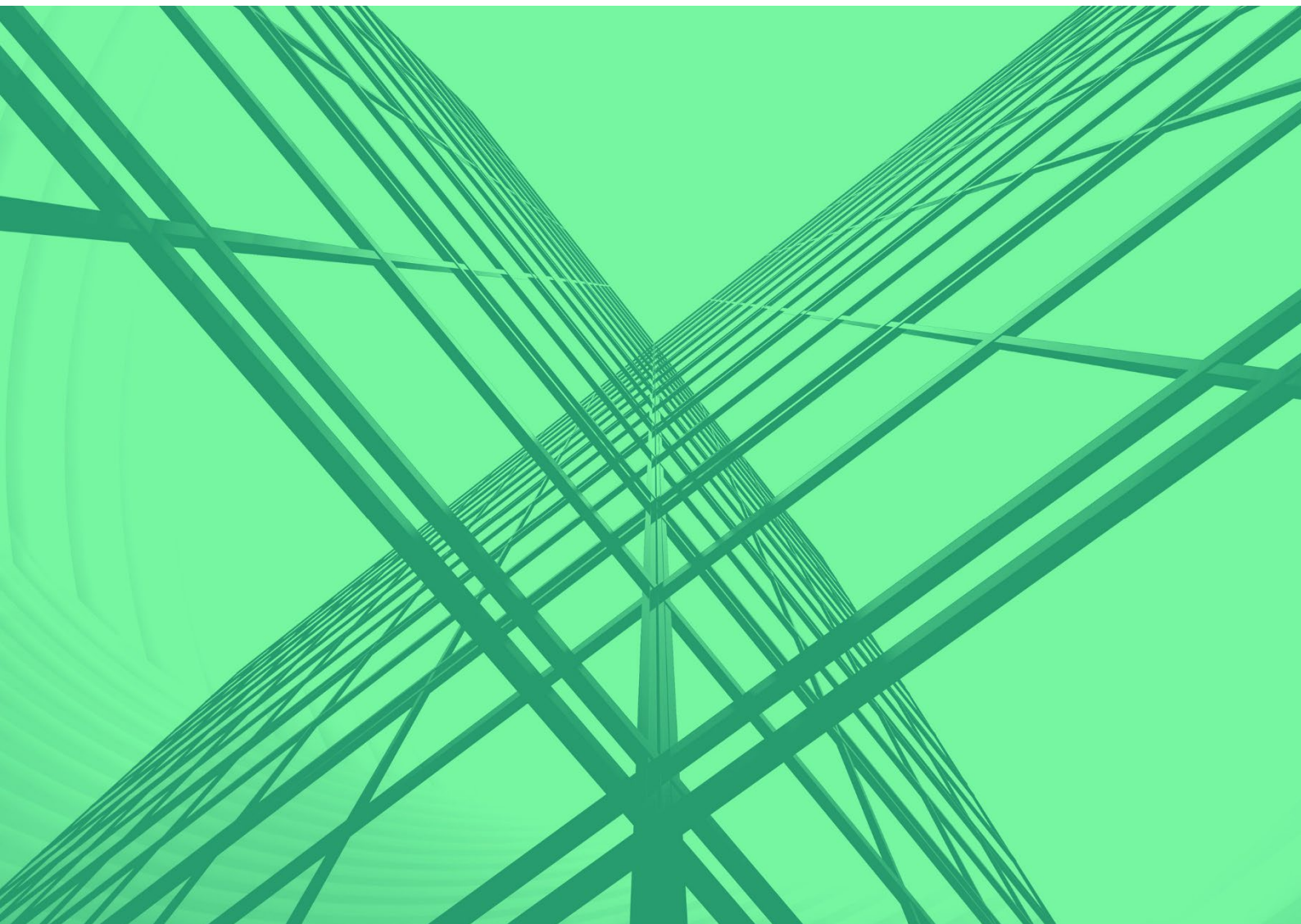
## Coordinator

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**CANDIDATE PACK**

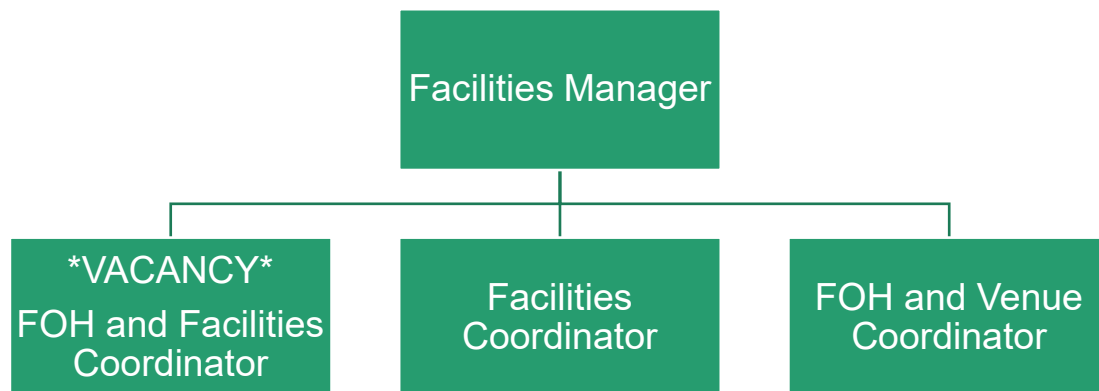
Full Time

35 hours per week



## The Facilities Team

Our Facilities team are a small team of four that report into the Facilities Manager.



This role is an exciting opportunity to blend both your Front of House and Facilities experience. The right candidate will be someone who has previously worked within facilities/ building maintenance, but also enjoys engaging with people and providing good customer service.

The role will be varied, in which no two days are the same. Throughout the year there will be various events and there will be the requirement to support the set up and delivery of the conference/meeting rooms services, whilst providing professional customer service to both internal staff and external visitors. You will work collaboratively with the rest of the Facilities and FOH team alongside the Training and Events and Venue teams on day-to-day duties. We are looking for an individual who is self-motivated and dedicated to ensuring our building is maintained to a high standard and our venue is one that visitors will want to return to.

## Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 65 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our small organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

Full job description and person specification                      pages 4-6

Salary and package details    page 8

How to apply    page 9

More about us :

Our organisation, governance and values                              page 9-11

Organisational Structure    page 12

## Job description and person specification

### 1. Job details

**Job title:** Front of House and Facilities Coordinator

**Reports to:** Facilities Manager

**Date:** January 2023

**Location:** The Institution's HQ, London.

### 2. Job purpose

To support the Front of House and Facilities Coordinator with all Institution enquiries and visitors, providing a consistent, customer focused, safe and professional front of house service in line with service standards.

To support the delivery of all the building management and maintenance and facilities services at the Institution.

To support the set up and delivery of the conference/meeting rooms suite services.

To support the management of all bookings (internal Institution, staff and external enquirers) at 47 Bastwick Street, from initial contact to the first-class delivery of the meeting, including all associated hospitality requirements.

To be flexible and collaborative with Facilities and Learning and Development to deliver a holistic service to all our customers.

### 3. Role and responsibilities

1. Answer inbound enquiries including emails and the main switchboard in a professional, friendly manner, providing first line assistance as appropriate.
2. Ensure knowledge of the daily building activity to provide an efficient welcome to the building.
3. Meet and greet all staff and visitors in a professional and welcoming manner.
4. Be first point of contact for all incoming and outgoing post, parcels & deliveries.
5. Ensure all procedures and protocols are adhered to including health and safety and food hygiene.

6. Support all events, as required, including, and not limited to; meet and greet, hospitality preparation and service, clear down and cleaning of hospitality equipment and areas. This may involve some 'out of hours' working.
7. Input internal and external room bookings into the booking management system following protocols and procedures. Ensure the system and other related administrative data is always kept up to date.
8. Liaise and work with the Facilities Team to prepare meeting rooms in advance of bookings: ensure all equipment is in good working order, check meeting room facilities are fully stocked.
9. Take delivery and store appropriately all catering deliveries and adhere to food handling procedures and processes. Prepare, distribute, and clear catering and beverages as required.
10. Support the resolution of small facilities/building management tasks including weekly fire alarm tests, waste disposal and recycling and cleaning services and security etc. under the supervision of the Facilities Manager.
11. Carry out minor building maintenance requests, as requested by the Facilities Manager and Coordinator, including changing light bulbs, arranging the repair of and moving office furniture etc.
12. Support the Facilities Manager and Facilities Coordinator with delivery of routine Health and Safety checks and processes, supporting the updating of records as required.
13. Brief clients on the day, providing Health & Safety information, demonstrating equipment, and being on hand to answer any queries that come up throughout the day.

#### **4. General responsibilities**

1. Attend and proactively input into team meetings.
2. Develop and grow personal knowledge and expertise whilst developing, assisting, and supporting the provision of the Facilities, Front of House and Learning and Development Directorate.
3. Make suggestions for improving processes, systems etc. which support the efficiency and stability of the Institution.
4. To act in accordance with Data Protection laws and pro-actively focus on the quality of data in their own department
5. Comply with all Institution Policy and Procedures.
6. Any other reasonable ad hoc duties as requested.

## 5. Communications and working relationships

1. All members of the Institution.
2. All employees of the Institution
3. External parties – members of the public, 47 Bastwick Street clients, visitors etc.

## 6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<b><u>Qualifications and Knowledge</u></b>	
A good standard of education, including a minimum of GCSE grade C or 4 or equivalent qualifications in Maths and English.	E
A knowledge and understanding of GDPR and Data Protection and its application	E
Basic practical knowledge of how to carry out building maintenance tasks	E/D
Manual Handling knowledge and basic knowledge of Health and Safety would be advantageous.	E/D
Basic knowledge of food hygiene	D
A valid First Aid certification	D
Knowledge of the role of a fire warden in a corporate/office environment	D
Further business/secretarial/customer services/administration qualification or applicable vocational qualification	D
<b><u>Skills</u></b>	
Excellent interpersonal skills with the ability to understand the needs of the client and provide superior customer service in a professional and corporate setting.	E
Excellent written and oral communication skills with an excellent telephone manner and the ability to present and explain information clearly and succinctly.	E
Excellent organisational skills, able to work independently with minimal supervision and with a methodical approach to managing multi-event workload, with the ability to work calmly under pressure to meet deadlines.	E
Attention to detail, accuracy and ability to check detailed information.	E
A team player; able to work collaboratively with colleagues and other departments.	E
Flexible, adaptable and resourceful.	E

Criteria	Essential/Desirable
Appetite to learn, deliver and build on knowledge and current experience.	E
<b>IT Skills:</b>	
Word/Outlook to Intermediate standard	E
Basic Excel and PowerPoint	E
Room booking system experience	D
<b><u>Experience</u></b>	
Acting as the first point of contact; use of a switchboard to redirect calls, taking messages and giving out basic advice/handling first line enquiries.	E
Meeting and greeting on a front of house corporate reception or similar.	E
Working in line with service standards to ensure efficient and professional service is provided	E
Taking and handling meeting room bookings including organising equipment, catering and hospitality etc.	E
Briefing and supporting client contacts on the use of AV, conference calling equipment etc.	D
Supporting the delivery of conference/meeting room services including providing hospitality services, meeting room set up, clear down etc.	E
General office administration and/or facilities experience.	D
<b><u>Other</u></b>	
The job holder will need to be flexible, working hours outside the normal office hours on occasion to support evening events as necessary.	

This job description does not form part of the contract of employment and may be subject to change.



## Salary and package details

Salary: £23,000- 25,000 per annum FTE subject to experience  
(pro rata for part time hours)

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

### Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme (UNUM Lifeworks)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 5%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave

### Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 5%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 8%, employee 5% minimum contributions
- Full pay sickness absence up to 65 days in a 12-month rolling period
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim
- Full access to our employee assistance programme which includes a discounts and savings platform (Lifeworks)
- Full access to additional health services (e.g. counselling, physio, virtual GP) via an app-based service (Help@hand)

### On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Paid parental leave at rates of pay higher than statute, subject to service requirements as per the current policies



## How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

*If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications, we receive we cannot write to all applicants.*

The selection process will consist initially of a job-related assessment to be undertaken remotely. The successful candidates will then be invited to an in-person interview with the Facilities Manager and members of the HR team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team, or the Institution.

**Applicants must possess a current right to work in the UK.**

*The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.*

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

## The Institution of Structural Engineers

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

## **Governance**

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 65 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

## **Our values**

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

### **Competence**

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

### **Accessibility and diversity**

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

### **Community**

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

## Our Work

### Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

### Resilience

The Institution support the efforts to build [resilient](#) communities- taking measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

### Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

### Young Members

IStructE is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

### Support

Our [Benevolent Fund](#) offers support to current and former IStructE members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

# Organisational Structure

