



ROLE:	Facilities Assistant
TERM:	Permanent, Full Time
REPORTS TO:	Head of Estates
DIRECT REPORTS:	Apprentices and Volunteers

Introduction

Auckland Castle Trust was set up by Jonathan Ruffer in 2012 with an ambitious and radical vision: to transform a 900-year-old bishop's palace from an unknown private dwelling into a vibrant world class heritage attraction and catalyst for economic and social regeneration. From September 2017, the organisation is now known as The Auckland Project, to reflect the move from ideas into action and reflect the scale of our enduring purpose beyond the bricks and mortar.

Within 5 years, this £70m project will attract over 200,000 visitors and £4 million per year into the town and surrounding area. The Auckland Project will provide new direct opportunities through employment, volunteering and participation to the local people of County Durham and aims to stimulate opportunities for enterprise linked to the development of this internationally significant visitor destination.

As a visitor attraction, The Auckland Project will comprise several related elements in and around Bishop Auckland, these include:

- Restoration of Auckland Castle, the palace home of the Prince Bishops of Durham for more than 800 years, with grade I listed architecture one of Europe's largest private chapels, and the celebrated Zurbarán pictures, placed there 250 years ago as a plea for religious tolerance, will be fully restored to its original gothic opulence.
- An innovative re-interpretation of the Walled Garden: Dating back to the 17th Century, the Walled Garden will be re-imagined, complete with a contemporary glass restaurant and its own apprenticeship programme offering training in catering, horticulture, building skills and visitor services
- Faith Museum: the first museum of its kind exploring faith in the British Isles from pre-history to the modern day
- Spanish Gallery: Celebrating the Golden Age of Spanish and Latin American art
- Auckland Tower - an iconic new building in the Market Square, to welcome visitors, provide information and tickets.
- Mining Art Gallery: presenting artworks painted by miners and about mining to celebrate the heritage of the North East is now open.

Work on much of the project is now well underway, with the buildings due to open in stages between now and 2020.



Job Purpose

Working within the Property Department, the Facilities Assistant (FA) is a key role in ensuring that The Auckland Project has safe, efficient and well-presented facilities.

The Role

Working across the estate from international art galleries, historic castle to office space and car parks, the FA will be part of a dynamic team undertaking Planned Preventative and Reactive Maintenance. In addition, undertaking room set-ups, portering and a range of compliance testing, the FA will ensure we deliver world class facilities for our visitors and colleagues.

Working pattern of 5 days out of 7. The role will include weekends and flexible working where necessary (for example to cover events), to ensure we provide 7 day per week cover.

The Person

We are seeking an experienced Facilities Assistant or a person with a strong background in a similar role. You will be committed to delivering world class facilities across our estate, providing excellent customer service. With attention to detail and the ability to plan and prioritise workloads, you will be comfortable working both as part of a team and unsupervised.

Key Outputs and Accountabilities

- Issues Log/Help Desk – working with Property Team colleagues to respond within agreed timescales to faults & requests, delivering high quality customer service
- Compliance testing – Fire Detection, Emergency Lighting, Legionella, PAT – maintaining appropriate records and reporting faults for rectification
- Planned Preventative Maintenance – M&E routine inspection and servicing of a range of equipment and liaising with 3rd party maintenance contractors
- Porterage – room set-ups, mail and internal deliveries, moving of stock and supplies between venues
- Waste Management – monitor waste services across the estate, undertaking collections between venues
- Car Parks – maintaining and restocking equipment, responding to reactive repairs and liaising with 3rd party service provider to escalate and solve issues
- Supervising Apprentices and Volunteers, to ensure they have a safe and enjoyable experience
- Safe working – undertake appropriate risk assessments for jobs and put in place appropriate precautions to ensure the post holder and those nearby have a safe experience
- Stock levels – routinely audit and maintain stock to established levels, working with colleagues to place replenishment orders in good time

Person Specification

Essential	Desirable
Clean Driving Licence	Emergency First Aid
Organised, able to prioritise and work to deadlines	Undertaking Fire Risk Assessment & remedial actions
Health & Safety Awareness	Contractor management
Working within a customer focussed environment	Volunteer and Apprentice supervision
Experience of basic repairs – including plumbing and electrical	Use of Microsoft Word, Excel and Outlook
Flexibility to work out of normal hours where necessary and assist with the emergency call-out rota	FM relevant qualifications – e.g. Legionella, PAT, Asbestos Awareness, Working at Height
Team worker but also able to work unsupervised	Experience of maintaining Mechanical & Electrical systems – e.g. Heating & Cooling systems, water & waste systems
Attention to detail and experience of record keeping	