



Designed by Master Architect Renzo Piano, The Shard has redefined London's skyline and quickly established its place as a dynamic symbol of London. At a height of up to 800ft or 244m, and at almost twice the height of any other vantage point in London, visitors will experience unrivalled 360-degree views over the city for up to 40 miles on a clear day. Surrounded by the city's most notable attractions, the high life awaits you at The View from The Shard.

### JOB DESCRIPTION

Job Title:	Facilities Assistant
Reports to:	Facilities Manager
Direct reports:	None
Hours:	42.5 hours per week – Typical working hours include Weekends, Bank Holidays, Evenings, Late nights/Early mornings, Night Shifts
Annual Salary:	£26,500 per annum

### THE PERKS

- 33 days Holiday (pro-rata)
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Employer pension contribution of 5% of your annual salary
- Private Medical Insurance
- Life Assurance
- Complimentary tickets to The View

### ROLE PURPOSE

You will be an integral part of the Operations and Facilities Team. You will support the general running of the attraction and back of house areas. You be responsible for ensuring that all facilities, and AV/IT equipment is continually maintained and all services operate efficiently at all times. You will also lead of Logistics, ensuring all deliveries and storage is planned to maximum efficiency in support of a busy operation. Your priority is to ensure that our guests enjoy a safe and premium quality experience, and the overall environment and facilities provided are to a high standard.

### WHO WE ARE LOOKING FOR

You have a passion for facilities, you enjoy being 'hands-on' and having manual/practical tasks. You work well independently, yet you are a true team player who enjoys supporting others. You can problem solve, work under pressure to tight deadlines, and you have the ability to deal with challenging situations.

### TO APPLY

Sent your CV and Cover Letter to [jobs@theviewfromtheshard.com](mailto:jobs@theviewfromtheshard.com). To fast track your application, include a video introduction letting us know why you would be suited to this role.

## YOUR RESPONSIBILITIES

### Facilities and Technical

- Supports technical areas by ensuring the troubleshooting and maintaining of all IT and AV related equipment/systems and elements down to component level for The View including ticketing, access control, communication systems, general office functions and other elements as assigned. In addition to this the post holder will maintain high levels of maintenance relating to planned maintenance of the systems.
- Set and maintain high standards of appearance for all areas to ensure that a safe, clean and attractive environment is provided for staff and customers.
- To administer all required electrical equipment monitoring and PAT records.
- To implement planned and unscheduled maintenance programmes using the given computerised database for the relevant equipment ensuring that all works are carried out efficiently and economically and that the required records are maintained.
- To schedule and supervise all contract works and repairs. To ensure that such works are as per specification and are in the best interest of the View and the Shard
- To assist in the preparation of specifications, and if necessary to liaise with other departments/consultants as necessary, for any new works or modifications to existing services and to progress such works. It is critical that the building and The View operation receives the minimum disruption while such works are carried out.
- To maintain up to date records and to ensure the accessibility of all service manuals, drawings, contractual obligations, commissioning certificates and sub-contract details
- Be responsible for the specified technical areas of The View - This will require a hands-on approach
- To deputise for Facilities colleagues in wider Facilities disciplines when required
- Be aware of the external environment, including building relationships with other organisations including the Property Management company, to share good working practices over building and equipment maintenance
- To advise Facilities Managers of all technical functions relating to IT and AV systems

### Health & Safety

- To regularly inspect and to ensure that all service equipment is safe in operation.
- To undertake Health, Safety and Fire responsibilities with respect to you, staff, guests, others on the premises and the Shard estate. Ensure compliance with Shard Health and Safety procedures and completion and regular review of risk assessments
- To ensure all teams undertaking any lifting or moving of stock or equipment comply with H&S and operate within a culture of correct manual handling procedures.
- To regularly inspect and to ensure that all lifting equipment, back of house areas and fire routes are inspected and are maintained in pristine conditions at all times.
- As part of the Operations team, responsibility for the process of day to day access and egress from back of house spaces into the visitor attraction
- To deliver manual handling and loading bay training to staff
- The role is hands on and the ability to move large items within reason will be required
- To review and amend a comprehensive set of Standard Operating Procedures (SOP's) and Risk Assessments

## Logistics

- Organise and set the framework for optimal logistics for stock and supply deliveries whilst carefully monitoring the use of back of house areas to ensure spaces are used as defined and organised as required.
- Overall supervision of onsite and offsite storage facilities including back of house areas, staff lockers and the storage depot
- Monitor the back of house areas and provide a system of uniform management and general storage
- To supervise the deployment and record keeping for staff lockers
- Set and maintain high standards of appearance for all areas to ensure that a safe, clean and attractive environment is provided for staff and customers.
- To schedule and supervise all significant logistics requirements. To ensure that such works are maximised and are in the best interest of the business
- To communicate logistical activities to the teams to required staff are available to provide sufficient resource for delivery.
- To maintain up to date records and to ensure all logistical and waste management movements are kept up to date and keep a record of lessons learnt.
- To supervise the day to day relationship between the off-site storage depot and base
- To create and develop a comprehensive set of Standard Operating Procedures (SOP's) for logistic operations.
- To support event operations at time with supervising logistical load ins and decants. This involves late night / early morning shifts.

## General

- When working in the attraction, demonstrate a positive presence within The View by being alert and aware of guests, presenting yourself to the highest standard and presenting friendly customer service.
- Work during night shifts to support 'out of hours' works
- General administration to support Operational Teams, including the raising of permits and Purchase Orders

## YOUR EXPERIENCE AND SKILLS

- Ability to work effectively in a team with good leadership and motivational skills
- Use telephones, radios, computers and other technology as required, to aid carrying out your duties
- Similar experience at a premium venue/establishment
- Excellent organisation skills and time management
- Excellent knowledge of good health & safety management practice with experience of using systems for checking and monitoring health & safety issues (for example by completing risk assessments)
- Strong interpersonal skills with competence in building and maintaining effective working relationships at all levels of the organisation and with external stakeholders
- Proficient in the use of Information Technology, able to design and maintain spread sheets and analyse data produced with a good working knowledge of Microsoft Office (including Outlook, Excel, Word and PowerPoint) with the ability to quickly and easily learn other software
- Experience in operating electronic systems for store and space management
- Manual Handling Trained