



JOIN ST. HILDA'S EAST AS A FACILITIES ASSISTANT

St. Hilda's East (SHE) is a local charity which aims to combat the challenges arising from deprivation and social exclusion through the delivery of a wide range of engaging activities which promote wellbeing and social connections. Located in Tower Hamlets, our services include pre-school sensory play, youth programmes, social activities and support for older people, advice, a food co-operative, wellbeing activities for people experiencing mental health issues, and volunteering placements.

Founded in 1889 by alumnae of Cheltenham Ladies' College, we now work from two sites – our large, friendly community centre located in Shoreditch and an Elders Day Centre for the Bangladeshi and other communities in Shadwell. At our Shoreditch community centre, we deliver a wide range of services, activities and events and provide office and meeting space for other organisations. We also manage 2 neighbouring buildings which are tenanted.

See www.sthildas.org.uk for more information.

JOB DESCRIPTION

JOB TITLE:	Facilities Assistant (Part-Time)
REPORTS TO:	Head of Operations
WORKPLACE:	Based at 18 Club Row
SALARY:	(LLW) £27,008 pro rata (0.6 FTE) which is £16,205
HOURS:	22.5 hours per week ideally over three days (Monday to Friday) with some flexibility required to cover for colleagues.
DURATION:	1 year with scope to extend or renewal.
ANNUAL LEAVE:	25 days plus bank holidays pro-rated for part-time hours

Job Purpose:

Working from St. Hilda's East Community Centre in Shoreditch, the Facilities Assistant will support the Head of Operations, in the day-to-day running and improvement of SHE's buildings and spaces – ensuring they are tidy, safe, clean, fit for purpose and welcoming. This will involve improving and implementing best practice procedures primarily regarding facilities and all elements of health and safety across both our sites - ensuring that we comply with regulatory standards.

Responsibilities:

- Scheduling and maintaining accurate records for essential maintenance and repair of our premises and equipment in line with regulatory requirements.
- Assisting in the development, implementation and improvement of health and safety procedures including Risk Assessments and fire safety procedures.
- Improve our procedures and undertake regular, routine checks to ensure that all communal areas of the building are safe, clean, and tidy, undertaking remedial action where appropriate, including carrying out minor repairs, decorating and cleaning tasks.



- Dealing with telephone and in-person enquiries – including working on reception, covering reception duties during absence of the Receptionist.
- Seeking quotes and commissioning contractors for one-off pieces of work and liaising with them when on site.
- Dealing with issues regarding the use of premises by SHE staff, renters and tenants - including setting up rooms for services and events.
- Sourcing appropriate furniture and fittings to improve/replace existing and organising the disposal of unwanted equipment.
- Updating and maintaining our Asset Register to meet insurance requirements.
- Reviewing and documenting the keys, and key holders, for our facilities. This includes being key holder, which may on occasions involve out of hours liaison with the security alarm company and the out-of-hours Caretaker.
- Assisting with advertising for, on-boarding and troubleshooting issues with tenants and room hirers.
- Supporting the Administrator with reviewing our existing contracts and negotiating good value contracts with our suppliers.
- Supporting with IT upgrades, both hardware and installing software – and helping staff and volunteers to use IT effectively.
- Play an active role in the development and implementation of our Environmental Policy.
- Providing day-to-day administration support as directed by the Head of Operations.

General Responsibilities

- Participate positively in regular supervision, appraisal, and training and networking events.
- Ensure that all SHE policies and procedures are adhered to, particularly those relating to safeguarding, health and safety, equal opportunities, and the environment.
- Undertake any other duties that may be required which are commensurate with the role.

PERSON SPECIFICATION

Essential skills

- A friendly, helpful and welcoming disposition and a commitment to SHE's mission, vision and values.
- At least 1 years' experience in a role which involves facilities responsibility.
- An understanding of health and safety regulations and how to implement them.
- An understanding of the duties of a landlord and the ability to ensure that they are implemented.
- Be highly organized with good spoken & written communication skills and have a strong commitment to record keeping.
- Experience of overseeing contractors with attention to detail.

- A flexible approach to work, with the willingness and ability to handle a varied workload, to get involved at many levels of the organisation and to work constructively within a team.
- Able to move around furniture and set up rooms for our services and room hire.
- Ability to undertake minor maintenance and cleaning tasks.
- Proficient in Microsoft Office, Windows and other IT programs – and a knowledge of computer hardware.
- An understanding of the differing needs of diverse communities with a commitment to implementing good practice around equal opportunities.
- Willing to undertake further training as required (e.g. Fire Warden, H&S, COSHH etc).

Desirable Skills

- Has a good understanding of the needs of the local community and a passion for community services.
- Proficiency in speaking Sylheti/Bengali.

Benefits

You will have access to an Employee Assistance Program, Training & Development support, flexible working arrangements and 25 annual leave days prorated plus bank holidays.

How to Apply

If you are interested in this position, please visit [CharityJob](#) and submit your CV and cover letter. Your cover letter should be no more than 1 page long and explains how you meet each of the criteria in the Person Specification. Don't forget to provide examples to evidence your experience and abilities.

For further information about the role, please contact Daniel on 020 7739 8066.

Application deadline: by 23:59 on **Sunday 22nd February 2026**.

Interviews: week commencing **9th March 2026**.