

## Job Opportunity

Title: Facilities Assistant

Department: Facilities

Reporting to: Facilities Manager


fladgate



Fladgate is a leading UK-based law firm focused across the Corporate, Dispute Resolution, Real Estate and Funds, Finance and Regulation practices. The firm has a turnover of approximately £88m with over 400 people, all operating from a single office based in Covent Garden, London.

## Role Specification

This is an office-based role with working hours of 9:30am-5:30pm. Currently made up of a Facilities Manager and Head of Business Services, the Facilities Assistant will report directly to the Facilities Manager. The role will support the management of the maintenance of the premises so as to provide a healthy, safe, clean and ergonomically sound working environment for partners and staff.



Our people are at the heart of everything we do. The talent, dedication and passion of Fladgate employees is what drives us to achieve excellence.

Nicola Thomas, Head of Talent Acquisition

## Key Responsibilities

- Arrange and supervise pre-planned maintenance works. Ensure required documentation is provided and access arrangements confirmed in advance, works are carried out in accordance with method statement and contractual obligations.
- Operate helpdesk logging system for all reported building and equipment faults, reporting to our suppliers or building management as appropriate to ensure prompt resolution. Communicate promptly with internal clients on progress and conclusion.
- Undertake weekly walkabouts to ensure all relevant health and safety checks are carried out. Thereafter logging reports, arranging rectification of minor issues and escalating other issues to the Facilities Manager.
- Ensure high standards of housekeeping in basement areas to ensure they are clean, tidy and safe to work in, liaising with other business support teams as appropriate.
- Ensure all preparations are undertaken for new joiners in an accurate and timely manner, including desk, access pass and locker set up.
- Undertake new joiner induction sessions ensuring access pass, manual handling training presentation and health and safety tour undertaken.
- Produce monthly KPI's for all facilities tasks.
- Assist the Head of Business Services and Facilities Manager with all appropriate tasks relating to redesigning our space and working practices in a hotelling environment.
- Perform any other necessary duties as directed by the Facilities Manager.

This list of duties is not exhaustive and may be reasonably amended from time to time.

## Person Specification

### The ideal candidate will have:

- A minimum of 2 years' experience within the Facilities department of a professional services organisation is essential.
- Meticulous attention to detail and accuracy is key.
- Trained fire marshal.
- Excellent client service skills, internal direct client contact and client care.
- Prioritises tasks effectively, able to juggle tasks and work to deadlines. Achieves results within given timescales.
- Excellent co-ordination and organisational skills, is thorough and diligent.
- Able to demonstrate experience and an awareness of health and safety matters.
- Has a positive work ethic, 'can do' and flexible attitude and is a real team player.
- Communicates effectively and clearly at all levels.
- Demonstrates energy, enthusiasm and drive.
- Good IT skills - Microsoft Word and Office packages.
- Knowledge of document management system and e-filing is advantageous.
- Trained in DSE assessments is desirable.



## Benefits



## Benefits

We reward our staff for their continued commitment to the success of this Firm with a comprehensive range of benefits. Fladgate have also adopted a hybrid model of both office- based and home working which is a discretionary benefit depending on the role and responsibilities.

On joining	<ul style="list-style-type: none"> <li>• Life assurance scheme – 5x annual salary (non-contributory)</li> <li>• Annual holiday entitlement – 26 days per calendar year (full time)</li> <li>• Flexible holiday scheme – buy up to five days extra holiday per annum (pro rata for part time employees)</li> <li>• Recruitment (staff introduction) bonus – £1,000 - 5,000</li> <li>• Personal training/yoga – free weekly sessions</li> <li>• Free online GP service – 24/7 video GP consultations</li> <li>• Yoga and physical training sessions</li> <li>• Hybrid working allowance</li> <li>• Everyday lifestyle savings via Vivup</li> <li>• IHG hotels discounts</li> </ul>
After 2 months	<ul style="list-style-type: none"> <li>• Group personal pension plan matching employee contributions of 4% - 5% (automatically enrolled)</li> <li>• Processed via salary sacrifice 50% of employer NI savings added to contribution</li> </ul>
After 3 months	<ul style="list-style-type: none"> <li>• Group income protection</li> <li>• Season ticket interest free loan</li> <li>• Private Dental Plan – payable through monthly payroll</li> <li>• Gymflex scheme</li> <li>• Eye test vouchers – every two years</li> <li>• Cycle to Work scheme</li> </ul>
After 6 months	<ul style="list-style-type: none"> <li>• Private medical insurance (PMI) for employee cover is employer-paid, however additional family cover is employee-paid</li> <li>• Marriage/Civil Partnership gift</li> <li>• Private Medical Insurance Scheme</li> </ul>

At Fladgate, we recognise the importance of an agile approach, not only in the way we work with our clients, but our employees also. Hybrid working at Fladgate varies depending on your role and responsibilities. As a general rule, for those who can work from home and have roles compatible with home working, we operate a hybrid pattern of two days remote working and three days office based.

## Family Friendly Policies

### Our aim

To create a culture where our people can thrive and feel supported at work. As such, the Firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

### Our parental leave policies cover:



#### Maternity

We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility. If eligible, EMP provides 100% of your salary in weeks 1-20 and 50% of your salary in weeks 21-32. Weeks 33-39 are at the government set rate (or 90% of salary, whichever is lower).

**Paternity** – The firm offer an Enhanced Paternity Pay (EPP) scheme. We offer up to 6 weeks paid paternity leave. This includes 2 weeks Ordinary Paternity Leave (OPL) and, subject to one year's continuous service, a further 4 weeks EPP - all paid at full basic salary.



#### Shared Parental Leave (SPL) – SPL

allows parents to take up to 50 weeks' shared leave in total, following the birth or adoption of a child.



#### Adoption and Surrogacy

Full details can be found in our staff handbook, which will be provided upon offer of employment.



**Ordinary Parental Leave** – Allowing up to 26 weeks unpaid leave for employees who have parental responsibility for a child / children.

\*further details of our family friendly policies can be found in the Staff Handbook

## Inclusion & Diversity

### Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

**Developing a diverse leadership** – We have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and we are striving for 30% female representation by 2025.

**Attracting a diverse workforce** – This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews.

**Engaging with everyone** in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.

[I&D at Fladgate](#) →

As the I&D Partner Lead of the Firm, I am acutely aware that our vision and values are built around the word 'personal'. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not 'soft' business aspirations, they are fundamental to our success.

Helen Curtis-Goulding  
I&D Partner Lead



## Wellbeing

The Firm recognises the importance of the health and wellbeing of all our people and that it can play a part in promoting an environment which allows everyone to flourish and reach their full potential.



### Physical Health

- Optional dental insurance
- Eye care vouchers
- Flu jab vouchers
- Weekly personal (group) training or yoga sessions
- Gym membership and fitness activity discounts
- Cycle to work scheme
- Menopause care via Stella app
- Bupa private medical insurance (optional benefit to join after six months' service)



### Financial Health

- Group personal pension and group income protection scheme
- Life assurance (5x annual salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Access to everyday lifestyle discounts, via the Vivup app
- Financial management workshops inc. mortgage and pension management



### Mental Health

- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling and CBT sessions available via the EAP
- Annual holiday entitlement and flexible holiday scheme, with the opportunity to buy up to an additional weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions
- The option to mix office-based and home working as a regular pattern of your working week



### Social & CSR

- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law

Fladgate LLP  
16 Great Queen Street  
T: +44 (0)20 3036 7600  
E: [fladgate@fladgate.com](mailto:fladgate@fladgate.com)