



Facilities Assistant

Salary:	London Living Wage
Hours:	6-10pm on Mondays and Tuesdays with increased hours over time with project expansion
Contract:	Fixed until end of Oct 27 with high possibility of extension and an increase in hours.
Annual Leave:	FTE 25 days on a pro rata basis + statutory holidays
Responsible to:	Logistics and Partnerships Senior Manager
Location:	London Borough of Brent - Wilsden
Start Date:	As soon as possible

About Sufra NW London

Sufra NW London is a local charity established in 2013 to address both the causes and consequences of impoverishment in the community.

Based on St. Raphael's Estate, the London Borough of Brent's most disadvantaged neighbourhood, our services aim to prevent hunger, fight poverty and build community – by working with families living in poverty, asylum seekers and refugees, and people experiencing homelessness and social isolation.

With the help of our volunteers and partners, we coordinate a network of food banks, kitchens, a community shop and café. These act as a gateway for guests to access more holistic support – including welfare advice, asylum support and our award-winning community garden.

We aim to work with our guests to find solutions to their challenges together, whilst campaigning against the causes of hunger and poverty.

With the help of our wonderful volunteers, we run a range of services including our:

Food Bank: Providing food parcels to support guests experiencing food poverty.

Community Garden: Established in partnership with the local community, we offer a range of horticultural classes, including a forest school, and run a garden market.

Advocacy: We support our guests to raise their voices, both internally for our steering groups and externally for our local and national campaigns.

Advice Services: Our advice workers support guests with underlying problems such as benefit disruptions, housing issues and asylum claims.

Community Cafe: Our professional chefs and volunteers serve high quality, nutritious three course meals using donated surplus food.

Community Shop: A new way to look at a food bank, our community shop provides heavily discounted food for our guests to choose from.

The Facilities Assistant will be based in our exciting new Community Wellbeing Service (CWS). The CWS will provide guests with our community shop, cafe, and advice services.

We have trialed the CWS model over the last 18 months for two days a week, as an alternative to the standard food bank and soup kitchen services. It has been successful in providing our guests with a more dignified way to access food, created a flourishing community space, and enabled our guests to access several services and external partners in the same space.

We're excited to expand this project and move into a new space, starting in November.

About the role

We are recruiting a Facilities Assistant to oversee the delivery and development of a flagship Community Wellbeing Service, which operates in partnership with Brent Council. The project is a Community Hub hosted in a community space in Willesden (in a borrowed premises). Members of the project can access a Community Shop, a Community Café and Kitchen, and holistic support in the form of Advice casework and workshops. The objective of the project is to deliver food aid alongside wraparound holistic support in way that improves the financial, physical and mental wellbeing of its members, who are struggling with the cost of living.

The Facilities Assistant will be responsible for receiving and organising deliveries, set up and clean up of services, supporting the kitchen operation, monitoring health and safety of the

public during operation, ensuring security of people and place as well as regular cleaning throughout the shift and final clean at the end of service.

The ideal candidate will have experience working in a busy and varied environment, working on multiple priorities at a time. They will have experience in health and safety compliance and facilities support, and dealing with the general public.

It is not essential for the applicant to have experience working in the voluntary sector; we place more importance on the skills that you can demonstrate, rather than qualifications or sector-specific experience. We would encourage applications from local residents, with knowledge of the London Borough of Brent.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work evenings or weekends when required. Through your activities, you will be able to convey the charity's passion and commitment to supporting vulnerable people and demonstrate the impact of our interventions in transforming the lives of beneficiaries.

To apply for this role, please submit the following by email to admin@sufra-nwlondon.org.uk:

1. A completed CV and Cover Letter.
2. A completed Equal Opportunities Form, found [here](https://bit.ly/EqOpForm). (bit.ly/EqOpForm)

Deadline for applications: Applications will be reviewed regularly, and interviews will be held on a rolling basis.

Early application is highly encouraged. Final applications must be received by 9am on Friday 8th November 2024.

Role Description

Main Duties & Responsibilities

You will be responsible for receiving and organising deliveries, set up and clean up of services, supporting the kitchen operation, monitoring health and safety of the public during operation, ensuring security of people and place as well as regular cleaning throughout the shift and final clean at the end of service.

Main Duties and Responsibilities

- Responsibility closing the premises, ensuring security and safety of the site
- Undertake inventories of food stocks and cleaning materials
- Working with volunteers to ensure service runs smoothly

- Routine and daily cleaning of all Community Hub areas, including mopping, clearing surfaces, sanitising and general upkeep as well as final clean down at the end of service
- Supporting the kitchen during service with washing up, making sure all areas are neat and tidy, bins are emptied, tissues and soap dispensers are full
- Carrying out regular deep cleans of the kitchen space, on an agreed rota
- Responding to any breakages and spillages on-site
- Refuse and waste management onsite, to comply with the building waste management system
- Working alongside Logistics and Facilities Manager to ensure regular maintenance is carried out
- Receive deliveries and ensure safe storage of all items

Maintaining Health and Safety

- Maintaining cleanliness standards, especially regarding food preparation and food storage areas
- Ensure that Health and Safety regulations are adhered to at all times
- Monitoring the premises for any hazards, carrying out repairs or reporting problems, where necessary
- Ensure all equipment is maintained effectively, in line with statutory requirements

Other Duties

- Attend regular supervisions and one-to-ones with your line manager as well as staff meetings with the wider team
- Uphold organisational policies and procedures
- Undertake any other reasonable duties to support the operations of the charity
- Represent Sufra NW London at external events where needed

Person Specification

Competency	Specification	Essential	Desirable
Qualification	Clean UK driving licence		✓
	First Aid Certification		✓
	Food Safety & Hygiene Certificate		✓

Experience	Facilities support		✓
	Experience as a keyholder		✓
	Experience working with the general public	✓	
	Experience working with vulnerable individuals		✓
	Cleaning	✓	
	Working in a food aid organisation		✓
	Organising logistics or deliveries		✓
Skills & Abilities	Good written and oral communication skills	✓	
	Ability to work with others professionally	✓	
	Ability to work under pressure	✓	
	IT/ spreadsheet skills (Microsoft Office)		✓
Attitude	Honest and trustworthy	✓	
	Positive, friendly and hard-working	✓	
	Willingness to engage in further training	✓	
	Commitment to the values of Sufra NW London	✓	

Your Data

Sufra will use the information you submit to us to consider your application for a job. You have rights to your data, its accuracy and control over our use. For full information about how we will ensure that all applicant data is appropriately and securely stored, handled and disposed of, see our privacy policy [here](#). By submitting an application, you are acknowledging you have read and understood our Privacy Policy, although you can withdraw your application at any time.

Eligibility to Work in the UK

Please note that Sufra is unable to obtain a work permit on your behalf and is not able to sponsor visas.

DBS Checks

Please note that if you do not consent to the use of an external validation service for a DBS check, then we may be unable to take your application further. Confirmation of employment will only be given on receipt of satisfactory evidence and checks being issued and references have been received.

References

Once an offer of employment has been made, you will be asked to provide the names and contact details of two referees. If possible, the first referee should be your present employer and the second referee a previous employer.