



www.sufra-nwlondon.org.uk

Registered Charity No. 1151911

Facilities Assistant

- Salary:** London Living Wage
- Hours:** 24 hours over Monday, Tuesday, Wednesday
(increasing to full-time as the project expands)
- Contract:** Fixed term – until October 2027
- Accountable to:** Facilities and Logistics Manager
- Location:** Robson Avenue, NW10 3SG

About Sufra

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty and people who are vulnerable, homeless or socially isolated. We provide them with the food and support they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of services and activities designed to address the root causes of poverty and homelessness.

The role

We are recruiting a Facilities Assistant to support with the delivery and development of a flagship Community Wellbeing Service, which operates with funding from Brent Council. The project is a Community Hub hosted in a new community space near Roundwood Park. 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 all deliveries, set up and clean up of services, monitoring health and safety of the public during operation, ensuring security of people and place as well as regular cleaning.

The ideal candidate will have experience working in a busy and varied environment, managing multiple priorities at a time. They will have experience in health and safety compliance and facilities support, 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:

2. A completed [Application Form](#) or your CV.
3. A completed Equal Opportunities Form, found [here](https://bit.ly/EqOpForm). (bit.ly/EqOpForm).

Recruitment deadline: 18th January 2025

Applications will be reviewed on a rolling basis

Role Description

Main Duties & Responsibilities

This role is the primary point of contact on-site. You will be responsible for receiving and organising deliveries, set up and clean up of services, monitoring health and safety of the public during operation, ensuring security of people and place as well as regular cleaning.

Main Duties and Responsibilities

- Maintaining responsibility for opening and closing of the service
- Supporting with daily set-up of the Community Shop and Community Café
- Undertake inventories of food stocks and cleaning materials
- Working with volunteers to ensure deliveries are stored correctly
- Routine and daily cleaning of all service areas, including mopping, clearing surfaces, sanitising and general upkeep
- 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 and one-off necessary maintenance is carried out
- Be the first point of liaison with New Horizon staff regarding use of facilities and gaining access
- Receive deliveries and ensure safe storage of all items
- Manage storage space to ensure compliance with food storage rules

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
- Undertake any other reasonable duties to support the operations of the charity
- Represent Sufra NW London at fundraising, advocacy and other external events where needed

Person Specification

Competency	Specification	Essential	Desirable
Qualification	Clean UK driving licence		<input checked="" type="checkbox"/>
	First Aid Certification		<input checked="" type="checkbox"/>
	Food Safety & Hygiene Certificate		<input checked="" type="checkbox"/>
Experience	Facilities support		<input checked="" type="checkbox"/>
	Experience as a keyholder		<input checked="" type="checkbox"/>
	Experience working with the general public	<input checked="" type="checkbox"/>	
	Experience working with vulnerable individuals		<input checked="" type="checkbox"/>
	Cleaning	<input checked="" type="checkbox"/>	
	Working in a food aid organisation		<input checked="" type="checkbox"/>
	Organising logistics or deliveries		<input checked="" type="checkbox"/>
Skills & Abilities	Ability to work with others professionally	<input checked="" type="checkbox"/>	
	Ability to work under pressure	<input checked="" type="checkbox"/>	
	IT/ spreadsheet skills (Microsoft Office)		<input checked="" type="checkbox"/>
	Honest and trustworthy	<input checked="" type="checkbox"/>	

Attitude	Positive, friendly and hard-working	<input checked="" type="checkbox"/>	
	Willingness to engage in further training	<input checked="" type="checkbox"/>	
	Commitment to the values of Sufra NW London	<input checked="" type="checkbox"/>	