Job Title: Facilities & Operations Assistant
Vacancies: One Position Available
Reports to: Chief Operating Officer
Hours: Part-time; Fixed-term 12 months (24 hours, 4 days per week)
Location: London Office, plus Birmingham & Manchester occasionally

About the Organisation

At Al-Ayn, we provide orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview

We are seeking an organised, practical, and resourceful Facilities & Operations Assistant to join our team. Based in our London office, you will help oversee health and safety compliance and standards and ensure our UK workplace office environments run safely, smoothly, and cost-effectively.
This role involves both administrative site coordination and a hands-on approach. You will source and manage external contractors, track physical asset inventories, manage storage and security, maintain records and documents, carry out first-line office repairs and fixes, e.g., office modifications, storage, furniture, painting, lighting, and ensure health & safety compliance across all offices.

Key Responsibilities

Health & Safety Oversight

- Oversee and coordinate the timely execution of all mandatory routine HSE compliance, such as Fire Risk Assessment (FRA), COSHH, DSE, H&S Audits, PAT testing, water hygiene, pest control, EICR, lift maintenance.
- Review HSE compliance reports, and ensure any actions or faults are promptly addressed – if basic carry them out directly, or actively source local community professional tradesman.
- Maintain records digitally ensuring all certificates, service logs, and up-to-date documents are readily available for audits.
- Conduct site inspections and building walk-throughs to proactively identify safety hazards, maintenance needs, or wear and tear.

Contractor Procurement & Community Sourcing

- Actively research, network and compile a database of reliable, local and independent tradespeople (plumbers, electricians, HVAC technicians, security) across London, Birmingham and Manchester.
- Source and negotiate for highly competitive quotes, that show labour and materials costs, and leverage charity status to secure discounts or community pricing where pricing.
- Act as the primary point of contact, and supervise in-person for any works carried out ensuring response times and timelines for jobs are completed promptly and to the expected standard.
- Ensure all tradespeople provide relevant compliance documents, such as Risk Assessments and public liability insurance.

Hands-on Maintenance & Support

- Liaise with staff to identify and resolve enquiries, complaints and issues effectively.
- Take on basic, non-specialist maintenance tasks, e.g., managing space and storage, lighting, minor painting, hanging items, assembly and removal of furniture, manage and configure heating and cooling systems, repair any wear and tear of walls, ceilings and floors, basic unblocking, and office signage.
- Source competitive quotes for utilities: electricity, water and other to achieve savings.
- Minimise wastage and dispose of any unused materials.
- Maintain the charity's vehicle (servicing, MOT, staff vehicle log, insurance renewal).
- Maintain oversight of inventories, manage and control the movement of stock and storage requirements for all departments.

Key Requirements

- UK full driving licence, minimum 2 years' experience & a clean driving record.
- Two or more years' experience in an operational, facilities assistance, or property management role.
- Strong understanding of office Health & Safety requirements and legislation.
- Ability to build relationships and seek out community-professional tradespeople.
- Comfortable using equipment and power tools, and physically capable of carrying out day to day office DIY or handyman tasks.
- Prior experience working with external contractors and negotiating or handling project disputes effectively.
- A highly proactive and cost-conscious mindset to maximise sustainability and efficiency.
- Full proficiency in Microsoft Office (Word, Excel, Outlook, Teams).
- Full professional proficiency in English.

- Ability to work independently and manage multiple priorities effectively.
- Strong attention to detail and problem-solving ability.
- Excellent organisational and time management skills.
- Excellent communication and interpersonal skills.

Desirable

- IOSH, IWFM or industry relevant qualifications.
- Prior experience working in the construction industry as a business or provider on TaskRabbit or Handy or equivalent service.
- Experience in managing service contracts and invoicing with vendors.
- Experienced in reviewing schematics and building blueprints and in carpentry, plumbing, electrical, HVAC.

Benefits

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

Note:

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post. Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.