

Estates & Facilities Assistant

Department:	Estates & Facilities Management
Grade/ Salary:	Grade 2, £26,750 - £29,493 (FTE - pro-rata for Part-Time)
Contract Type:	Permanent Part-Time Job Share
Hours:	Monday to Friday 17.5 hours per week (13:30-17:00)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Department of Estates & Facilities Management

Estates and Facilities is a technical and specialist directorate within the University with an overall staff of approximately 250. It maintains and supports the University and its changing needs in respect of the following disciplines:

- Estates strategy & strategic development
- Capital projects, minor works and refurbishments
- Maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- Space utilisation & timetabling
- Energy and carbon management
- Environmental management
- Facilities services including cleaning, portering, security, reception, post and stores
- Health and Safety
- Catering
- Conference services
- Procurement

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres with a wide range of historic, domestic, post-war and modern buildings, halls of residence and specialist spaces. The variety of buildings presents a diverse set of operational and technical challenges.

Estates & Facilities aims to continually improve service delivery and estate quality to meet the rising expectations of staff and students.

Job description

Reporting to: Estates & Facilities Coordinator

Responsible for delivering a high-quality customer service alongside flexible and efficient support to Estates and Facilities.

To work on a part-time shift pattern of AM or PM with possibility for additional hours to cover colleagues' absences.

Summary:

The Estates & Facilities Assistant provides a professional and customer focused front-line support service for the Estates & Facilities Management department, delivering effective support and assistance to staff, students, visitors and the wider Goldsmiths community. Based on the Help Desk and Reception, the postholder is responsible for managing maintenance and facilities requests, responding to enquiries from staff, students and visitors, coordinating communications, handling deliveries and mail, and ensuring issues are logged, monitored and escalated appropriately. The role requires excellent customer service, strong administrative and communication skills, and the ability to work collaboratively with a wide range of stakeholders while supporting the safe, efficient and effective operation of the university estate.

Main duties:

- To be a member of the Help Desk Team based at the reception.
- To provide a well informed and professional telephone reception service for the College using the call handling software.
- The use of the Help Desk fault reporting system for recording issues and problems reported by telephone, email and in person. Monitor and assign job requests throughout the day.
- To report, advise, communicate and escalate issues to the appropriate members of Estates and Facilities and implement their directions quickly and efficiently.
- To greet visitors, take Royal Mail and courier deliveries and deal with any queries presented either in person or by telephone and email. Process mail for staff and departments, notify them of deliveries via email or MS Teams and sign out mail when collected.
- Utilise and become proficient in using related software systems including telephone call handling, Micad Estates Management System, MS Teams, MS Office 365, ID Badge Issuing.
- To be responsible for the presentation of the reception area and report any repairs, maintenance, cleaning etc. issues.

Stakeholder Management

- To provide advice, guidance and rapid response to staff, students and visitors to the campus as required.

- Ensure that there is ongoing communication with customers in relation to issues they have raised or works that will impact on them.

Health & Safety

- To report, communicate and escalate security or safety issues to the relevant member of Estates and Facilities.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Communication

- Build and maintain excellent working relationships both internally and externally.
- Works co-operatively with the teams in Estates and Facilities, and with the customers/stakeholders.
- To respond to email enquiries into the main Estates and Facilities mailbox providing accurate information to straight forward enquiries and appropriately referring complex matters to the specialist staff.
- To respond in an appropriate and efficient manner (including taking messages) to any communications that relate to other members of Estates and Facilities who are not available.

General

- Time to time, undertake any other duties as may reasonably be required within the competence of the post holder.
- Be prepared to undertake occasional out of hours working in the evenings and weekends (e.g. Open Days, student intake events, summer conference support etc.).
- At all times to carry out your responsibilities with due regard to Goldsmiths' Regulations, Strategy and Objectives to work together to proactively advance Equality and Diversity.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

C = Certificate

I = Interview

R = Reference

T = Test

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
To have GCSE level qualifications and/or demonstrable experience in a similar role.	A, C, I
Essential Criteria 2 - Experience	
Working in a busy front line customer facing role	A, I
Desirable Criteria 2 - Experience	
Use of online systems including telephone call handling, Micad Estates Management System, MS Teams, MS Office 365, ID Badge Issuing.	A, I
Essential Criteria 3 – Knowledge	
An awareness of issues surrounding the student experience.	A, I
Desirable Criteria 3 - Knowledge	
Knowledge of the requirements of administration service within the maintenance or facilities areas.	A, I
Essential Criteria 4 - Skills	
Good interpersonal skills	A, I
Thorough and analytical with an eye for detail.	A, I
Pro-active problem solver	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

July 2026

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.