LONDON FILM SCHOOL

Job Title:	Facilities Assistant
Department:	Facilities
Reports to:	Head of Facilities
Contract:	Full time, permanent (35 hours per week)
Last Updated:	October 2026

We are a world leading London-based film school and registered charity, dedicated to developing the next generation of filmmakers and screen industry professionals. Through industry-focused training we support creative talent and widen access to careers in film and television.

Job Summary

The Facilities Assistant plays a critical role in supporting the day-to-day operations, maintenance, and safety of our Shelton Street and Parker Street sites in Covent Garden. Working alongside the Facilities Manager, you will ensure the environment remains clean, secure, compliant, and fully operational for all staff, students, visitors, and contractors.

Main responsibilities

Maintenance & Repairs

- Conduct routine building checks, fabric inspections, & regular floor walks to ensure the School's premises are kept in a safe and tidy condition, and report findings to the Facilities Manager.
- Carry out minor repairs and basic DIY tasks (e.g., replacing light bulbs, painting touch-ups, or fixing minor fixtures).
- Identify and report larger structural or complex maintenance issues to management.

Helpdesk & Ticketing

- Act as a primary responder for the online Helpdesk ticketing system.
- Log, track, triage, and close down maintenance and service requests efficiently.
- Maintain clear communication with internal staff regarding the status of their requests.

Contractor Coordination

- Serve as the main site contact to meet, greet, and escort external contractors, vendors, and engineers.
- Oversee scheduled routine servicing (e.g., HVAC, air-conditioning, fire alarm system) or emergency repairs to ensure minimum disruption to daily operations.

Health & Safety Compliance

- Assist with regular statutory safety inspections, including weekly fire alarm testing and water hygiene checks.
- Act as a designated Fire Warden and assist with emergency evacuation procedures.
- Contribute to risk assessments and manage the site's waste, recycling, and hazardous material removal, in particular during when the students are filming.

Porterage & Logistics

- Arrange and configure classrooms, meeting rooms, event spaces, and furniture setups as requested.
- Assist with office moves, manual handling tasks, and heavy lifting within safety guidelines.
- Receive, log, and distribute incoming deliveries, post, and site inventory.

Security & Front of House

- Monitor site access control systems, issue visitor passes and manage key holding/lock-up procedures.
- Provide occasional backup support to the reception team, monitoring CCTV, and patrolling the premises where required.

General responsibilities applicable to all LFS staff

- Understand and support the vision, mission and values of LFS;
- Ensure Diversity and Inclusion is at the forefront of your thinking when undertaking your responsibilities at LFS.
- Maintain awareness of your own and others' Health and Safety, and comply with the LFS's Health and Safety policy;
- Take appropriate responsibility for records held, created or used as part of your work for the LFS (paper-based and electronic) as per the relevant data protection regulations;
- Encourage team working and effective communication with colleagues;
- Act as a representative of the LFS and deal with LFS students, stakeholders and the public in a professional manner at all times;
- Comply with LFS financial policies and practices as applicable;
- Commit to and undertake continuous personal and professional development;
- Undertake other duties as may be reasonably requested of your post.

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.

PERSON SPECIFICATION

Essential

- Proven background in property services, maintenance, caretaking, soft facilities services, or general operations administration.
- Strong practical handiness and comfortable using basic tools for minor repairs.
- Solid computer literacy, including experience with MS Office and the ability to confidently navigate digital helpdesk systems or tablets.
- Strong customer service and communication skills, with a friendly and professional approach
- Comfortable working as part of a small team with minimal supervision

Desirable

- Basic Health & Safety training (e.g., IOSH Working Safely)
- Valid First Aid at Work certificate
- Certified Fire Warden training
- Experience of working for a non-profit/higher education experience
- Experience working in arts/film/TV environment

How to apply

If you would like to make an application for this role, please send your CV, supporting statement outlining how your skills, knowledge and experience meet the requirements of the role, plus the **completed equalities form** by 9am on Thursday 12th November 2026.

A formal offer will be made to the successful applicant, subject to satisfactory references and evidence of your eligibility to work in the UK.

About London Film School

London Film School is the oldest film school in the UK. For nearly 70 years, LFS has been the place for emerging creative talent to hone their craft, find their voice and engage directly with the vibrant UK screen industries. The School offers five

full-time MA programmes including Filmmaking, Screenwriting, International Film, Business, Film Producing, & Film Marketing and a full calendar of short courses.
LFS is a world leading conservatoire for filmmakers from around the world. Based in London's Covent Garden, the School's alumni include veterans (Mike Leigh, Michael Mann, Tak Fujimoto, Ann Hui) and famous younger filmmakers including Daina Pusic, Oliver Hermanus, Babak Jalali, and the creator of End of the F**king World, Jonathan Entwistle.

The School is celebrated for its commitment to film, innovation and creative freedom, and its reputation for teaching excellence and practical learning - the School makes over 180 films every year. In 2022 London Film School was awarded World-Leading Specialist Provider status by the Office for Students and in 2024 was named by The Hollywood Reporter as one of the top global film schools. LFS welcomes a student cohort from every corner of the globe, LFS has always been a cultural hub where fresh voices, experiences and perspectives rub shoulders with tradition and history. A global network, once built, lasts a professional lifetime.
London Film School is a non-profit educational charity with Greg Dyke as its Chairman of the Board and Chris Auty as Director and CEO.

Our people are at the heart of what we do at London Film School. Our organisational values define what LFS stands for and what we believe in. They guide our purpose and direction and set the tone for a positive workplace culture.

Our six values are:
·Innovation & Excellence
·Inclusivity & Respect
·Feedback & Collaboration
·Empathy, Accountability & Integrity
·Safe & Inclusive Spaces
·Kindness

Our Commitment

LFS is an Equal Opportunities Employer. We are committed to diversity and inclusion and welcome applications from all individuals regardless of personal characteristic(s) or background. We are a member of the Government's Disability Confident scheme as a 'Disability Confident – Committed' employer.
To fully embed effective equity, equality, diversity and inclusive practices, we are working towards removing all barriers that staff, applicants and students may experience from underrepresented groups.

Dignity at work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect. The School is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Please refer to LFS Privacy Policies (**http://lfs.org.uk/privacy-policies**) for details of the personal data that LFS holds and processes about staff, contractors and job candidates.
Please be assured that we will protect your privacy and the information provided on the monitoring form. No information is shared if there is a risk of identification.

Benefits

As a member of staff at LFS, you receive more than just your basic salary there are other significant contributions to your financial security in the form of your benefits package:

Annual Leave	In addition to the statutory bank holidays, all full-time employees are entitled to 30 working days per annual leave year (01 September to 31 August). This entitlement is pro-rated for part-time staff.
Pension	Subject to the rules for auto-enrolment, after 3 months' employment you will be auto-enrolled into the People's Pension Scheme.
Staff Development	LFS has an appraisal scheme in place that aims to provide a focussed, evaluative review of employee performance against agreed objectives. The appraisal process is used as an opportunity for individuals to discuss training and development needs with their line manager. We also operate a Professional Development Leave (PDL) scheme, whereby staff can request leave to pursue learning & development activities linked with their work, to enhance their professional skills.
Cycle to work scheme & City Bike Hire	If you like to cycle to work, you are in luck. We operate the Cycle to Work salary sacrifice scheme which makes it easier to afford your new set of wheels. You can also obtain a discount on membership of City Bike Hire schemes.
Your Wellbeing	We provide free access to our Employee Assistance Programme, which will give you access to confidential counselling, advice and online support, designed to help maintain your work/ life balance. This includes advice on mental wellbeing, lifestyle, family support and money issues.
Staff Loans	Upon completion of the applicable probation period staff are eligible for an interest free financial loan, or to purchase a season ticket.
Family friendly leave	To support families and working parents, we have a suite of family-friendly policies offering enhanced rates of pay during maternity, co-parental/paternity, adoption and shared parental leave, in addition to paid time off for staff undergoing fertility treatment and staff supporting a partner undergoing fertility treatment. The School also adheres to statutory entitlements to unpaid parental, carer's & dependents leave.
Discounted gym membership	You can register to be an Associate Member of the London School of Economics Students' Union with your LFS email address, giving you discounted access to the gym, cafes and social spaces, on the same basis as LSE staff and students (nominal charges apply where applicable).
Discounted gift cards	You can purchase gift cards at a discount of up to 15%, enabling you to save money on a wide range of goods and services, from clothing and DIY to restaurants, travel agents and theatre tickets.