

Job Title	Facilities Assistant	Function/Region	Facilities
Reports To	Facilities Manager	Band	2
Location	Ashford		

Our Mission

‘To create the finest retail experiences.’

Our Purpose

‘Making the extraordinary possible’

Purpose

The Facilities Assistant supports the delivery of efficient and effective facilities management services, ensuring a safe, compliant and well-maintained environment for customers, tenants and colleagues.

Working closely with the Facilities Manager, the role helps manage day-to-day operations, coordinates contractors and supports administrative and compliance processes to maintain high standards across the centre.

Key Responsibilities

Facilities Operations & Support

- Act as the first point of contact for facilities issues, resolving queries efficiently and escalating where required
- Support the smooth day-to-day running of facilities services across the centre and surrounding areas
- Monitor faults and follow up on unresolved issues to ensure timely resolution and asset protection

Contractor & Service Coordination

- Support the coordination and monitoring of contractors, ensuring work is completed to required standards, timelines and budget
- Manage contractor access and approvals on site in line with procedures
- Maintain accurate records of tenant activity, including store openings, closures and fit outs

Administration & Compliance

- Maintain accurate records and documentation to support regulatory compliance and property services
- Input and track health & safety, environmental and operational KPIs (e.g. incidents, near misses, reporting)
- Ensure all administrative processes are completed accurately and in a timely manner

Financial & Process Support

- Support financial processes including raising purchase orders, tracking spend and managing invoice queries
- Maintain systems and trackers (e.g. S Drive, PO tracker) to ensure accurate and efficient processing
- Assist with cost control and process improvements where appropriate

Stakeholder Support

- Build effective working relationships with internal teams, tenants and contractors
- Support communication of facilities best practice and standards across the centre

Risk & Compliance

- Support the identification and escalation of risks related to facilities operations and centre safety
- Ensure compliance with company policies, procedures and health & safety standards

Skills & Experience

Delivery & Performance

- Organises and prioritises tasks effectively to support day-to-day operations
- Demonstrates attention to detail and ensures accuracy in administrative and compliance activities

Collaboration & Inclusion

- Builds positive working relationships with colleagues, tenants and external partners
- Works cooperatively to support team objectives and maintain service standards

Communication & Influence

- Communicates clearly and professionally with a range of stakeholders
- Shares information effectively and ensures issues are understood and addressed

Insight & Judgement

- Applies practical problem-solving to resolve facilities issues and escalate when appropriate
- Uses judgement to prioritise tasks and respond to operational needs

Requirements

- Experience in facilities, property or a similar operational environment (desirable)
- Strong organisational and administrative skills
- Ability to manage multiple tasks in a fast-paced environment
- Good stakeholder and communication skills
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Educated to A-Level (or equivalent) preferred

Our Success Framework



McArthurGlen, an extraordinary experience for everyone.

At McArthurGlen we value the diversity of our people.

We celebrate difference and believe that everyone is extraordinary.

We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.

We learn and grow together, we all belong.