

HR and Facilities Assistant – Job Description

Role information

Department: Human Resources and Facilities

Job Title: HR and Facilities Assistant

Grade: B

Responsible to: Head of Group Human Resources and Facilities

Date: August 2026

Purpose of the job:

To provide efficient and accurate administrative support across HR and Facilities, ensuring smooth day-to-day operations and a positive employee experience. This role is an entry-level position offering development across both people and workplace functions.

Duties and responsibilities

HR Administration

- Assist in monitoring the HR and Facilities in boxes, respond to basic queries and process any standard documentation (return to work forms, performance development reviews, etc).
- Ensure that HR systems are accurate and up to date, working within GDPR requirements.
- Assist in administering employee lifecycle processes including onboarding, contractual changes, and leavers.
- Provide administrative support for absence management, performance reviews and management, and employee relations processes.
- Assist in the deletion of HR data in line with data retention periods and as directed.

Facilities

- Support the day-to-day management of office facilities and workspaces, including managing the annual activity planner to ensure that all planned maintenance is completed.
- Act as a point of contact for facilities-related issues and service requests.
- Maintain supplier contact lists and ensure that this is accessible to colleagues.
- Manage office supplies, equipment and stock levels, reordering and replenishing as necessary.
- Maintain the off-site archive catalogue, ensuring that data is destroyed in line with data retention timescales; maintain a record of certificates of destruction.
- Assist in the deletion of Facilities data in line with data retention periods and as directed.
- Maintain the record of office keys and keyholders and ensure that all keyholders are aware of their responsibilities in maintaining the security of the office.
- Programme and print ID cards as requested and manage the use of temporary/visitor/contractor passes.
- Support health and safety checks and documentation.
- Monitor and manage on-site car parking spaces as required.
- Help ensure that the office is clean, safe and fit for purpose.

General

- Distribute/scan incoming post unrelated to Grant Delivery and prepare the outgoing post for collection. Arrange the delivery and collection of items via Parcel Force or another courier.
- Collect data as requested to contribute to the measurement of the Group's carbon footprint.
- Order and take delivery of lunches as requested, leading or helping on setting them out and then tidying up when event/meeting is concluded.
- Identify inefficiencies and suggest improvements.
- To carry out other appropriate duties as may be required.

Person specification

Department: Human Resources and Facilities

Job Title: HR and Facilities Administrator

Experience

Essential

- Some administration experience (work placement, internship or role).

Desirable

- Exposure to HR or Facilities environments.

Skills, knowledge, and abilities

Essential

- Able to use Microsoft Office particularly – Word, Excel and Outlook.
- Good written and verbal communication.
- Ability to prioritise and manage multiple tasks.
- Ability to use initiative and work proactively as part of a small team.
- Ability to handle pressure and work to deadlines.

Desirable

- Knowledge of data protection and dealing with confidential information.

Education/training

Essential

- General education to GCSE standard or equivalent.

Personal attributes

Essential

- Customer-focused approach.
- Reliable and organised
- Proactive and helpful with a problem-solving mindset.
- Commitment to Family Fund's values.
- Commitment to equality, diversity, inclusion and fairness for all.
- Commitment to safeguarding.