

FACILITIES & OPERATIONS COORDINATOR

JOB DESCRIPTION AND CANDIDATE INFORMATION

Role Summary

Job title: Facilities & Operations Coordinator

Salary: DOE

Hours: Full-time, 35 hours per week

Reporting to: Head of Business Operations

Location: Henrietta Street, Dublin 1, D01 KF59

About Us

The Honorable Society of King's Inns is Ireland's oldest school of law and one of the country's most distinctive educational, legal and heritage institutions. Established in 1541, King's Inns provides professional legal education and training, including the Barrister-at-Law degree, and offers a range of accessible part-time courses for people from legal and non-legal backgrounds. Our campus on Henrietta Street is a working educational environment, a place of legal tradition and a public-facing heritage setting.

The Facilities & Operations Coordinator will help ensure that King's Inns is safe, compliant, well maintained and operationally ready at all times, while also supporting a professional and welcoming experience for students, members, staff, visitors and external guests.

King's Inns is governed by its Trustees and Council and is a registered charity. Further information is available at www.kingsinns.ie.

About the Role

The King's Inns campus supports teaching, examinations, Dining, events, member activity, visitors and day-to-day staff operations across a distinctive educational and heritage environment. These activities depend on well-coordinated facilities, contractor services, safety arrangements and operational support. This role exists to provide visible day-to-day ownership of campus operations, reduce reliance on informal knowledge and ad hoc follow-up, and ensure that spaces, services and practical arrangements are planned, coordinated and delivered to a consistent standard.

This is a practical facilities and operations role requiring visible ownership of campus readiness, safety, contractor coordination and service standards. It is not a caretaker role and not a purely administrative facilities post.

Why Join King's Inns?

The role offers the opportunity to contribute to one of Ireland's most respected legal education institutions while working in a unique historic campus environment. It will suit someone who enjoys hands-on facilities management, health and safety routines, contractor oversight, practical problem-solving and operational coordination in a busy setting.

Role Purpose

The Facilities & Operations Coordinator supports the safe, compliant and professional operation of the King's Inns campus by coordinating facilities activity, contractor services, maintenance follow-up, room readiness, health and safety routines, event support and first-line operational issues.

The postholder ensures that standards are maintained, agreed actions are followed through and significant risks, resource issues or service failures are escalated appropriately.

Primary Outcomes

- Campus spaces are safe, compliant, clean, accessible and ready for use.
- Teaching, examinations, Dining, events and member activity receive dependable operational support.
- Cleaning, security, maintenance and specialist contractors are coordinated to agreed standards.
- Facilities, safety, contractor and operational records are current, useful and audit-ready.
- Issues are identified early, resolved where possible and escalated promptly where risk, cost or disruption is significant.

Key Responsibilities

1. Campus Operations and Daily Readiness

- Coordinate daily campus readiness across teaching rooms, examination venues, Dining, meeting rooms, reception and public areas.
- Maintain a clear forward view of classes, examinations, Dining, events, meetings, visitors and contractor activity.
- Carry out routine checks and ensure issues affecting safety, access, cleanliness, presentation or service readiness are corrected or escalated.
- Provide a visible first point of operational coordination when priorities change or unplanned issues arise.

2. Facilities Management and Maintenance Coordination

- Coordinate planned and reactive maintenance across the estate within agreed priorities, contracts and procedures.

- Maintain a current log of defects, repairs and outstanding works, with clear ownership and follow-up.
- Liaise with contractors, arrange access, monitor progress and check that completed work meets the required scope and standard.
- Identify recurring failures, deteriorating conditions and service risks, and provide the Head of Business Operations with clear information and practical recommendations.

3. Contractor, Cleaning and Security Management

- Coordinate the day-to-day delivery of contracted cleaning, security, maintenance and other facilities services.
- Monitor attendance, deployment, service quality, site conduct, access arrangements and compliance with agreed procedures and standards.
- Ensure contracted staff are briefed on daily priorities, room-readiness requirements, visitor support and event needs within agreed service arrangements.
- Carry out quality checks, record service deficiencies, agree corrective actions and follow through with contractor supervisors until standards are restored.

4. Health, Safety, Fire Safety and Compliance

- Support the practical implementation of the King's Inns Safety Statement and facilities-related health and safety arrangements.
- Coordinate routine safety checks, fire safety routines, contractor controls and facilities compliance activities within approved systems.
- Identify hazards, take appropriate immediate action, record incidents and near misses, and ensure corrective actions are assigned, followed through and evidenced.
- Pause or restrict unsafe activity where necessary and escalate significant risk promptly to the Head of Business Operations.
- Maintain organised and audit-ready records for inspections, tests, certificates, incidents, risk actions, contractor documentation and facilities compliance.

5. Teaching, Examinations and Basic AV Support

- Support the operational requirements for classes, lectures, tutorials, examinations and student-facing activity.
- Ensure rooms are correctly laid out, accessible, clean, appropriately furnished, at a suitable temperature and ready in advance of use.
- Coordinate changeovers, signage, access arrangements, exam layouts and other practical requirements with education colleagues and service providers.
- Provide first-line support for basic teaching-room AV and presentation equipment, escalating specialist faults promptly.

6. Dining, Events, Ceremonies and Society Activity

- Coordinate facilities and operational arrangements for Dining, member events, ceremonies, lectures, hospitality and venue use.
- Confirm operational requirements in advance, including room layout, furniture, access, cleaning, security, signage, AV readiness, supplier access, visitor flow and post-event reset.
- Work with event leads, Dining personnel, colleagues, contractors and suppliers so activity is delivered calmly and professionally.

- Ensure event-related issues, damage, incidents and follow-up actions are recorded and closed out.

7. Front of House, Access and Visitor Experience

- Support a professional, welcoming and well-organised experience for students, members, barristers, staff, visitors, suppliers and event guests.
- Coordinate day-to-day access arrangements, visitor support, wayfinding, room queries, deliveries, passes and first-line operational requests.
- Ensure reception, entrances, public areas and visitor routes remain presentable, safe and appropriately supported.
- Respond constructively to service failures and restore standards quickly, while keeping relevant colleagues informed.

8. Records, Reporting and Continuous Improvement

- Maintain clear facilities and operational records, including checklists, contractor logs, maintenance trackers, incident records and compliance evidence.
- Provide concise operational updates to the Head of Business Operations, highlighting risks, delayed actions, contractor concerns, upcoming requirements, cost implications and decisions needed.
- Document recurring routines so service quality is consistent and less dependent on informal knowledge.
- Identify practical opportunities to improve campus operations, contractor deployment, room readiness, service standards, records and cross-functional coordination.

Essential Qualifications and Experience

- A relevant qualification at NFQ Level 6 or higher, or equivalent substantial experience in facilities, site operations, campus services, venue operations or a comparable environment.
- Proven experience coordinating day-to-day facilities or operational services in a live, multi-use environment.
- Experience managing or coordinating contractors and outsourced services, including cleaning, security, maintenance or specialist providers.
- Practical understanding of workplace health and safety, hazard identification, incident reporting, fire safety routines, contractor controls and escalation.
- Experience maintaining operational logs, compliance records, service trackers, checklists and evidence of completed actions.
- Experience supporting time-sensitive activity such as classes, examinations, meetings, events, hospitality or public-facing services.
- Confidence using Microsoft Outlook, Teams, Word, Excel, SharePoint and digital logs or checklists.

Desirable Qualifications and Experience

- Experience in an educational, heritage, legal, membership, cultural, hospitality or public-facing environment.

- IOSH, manual handling, fire safety, first-aid or similar training, or willingness to complete required training after appointment.
-

Skills and Working Style

- Visible ownership of campus standards and daily readiness.
 - Practical judgement about what to resolve, record or escalate.
 - Organisation, coordination and reliable follow-through.
 - Clear, calm communication with colleagues, contractors and service providers.
 - Service focus and awareness of the needs of students, members, visitors and staff.
-

Skills and Attributes

- The successful candidate will be organised, practical and calm under pressure, with clear communication skills, sound judgement and a strong awareness of safety, risk and follow-through.
 - They will be confident working with students, members, staff, visitors, contractors and event guests, and will be able to manage competing demands while maintaining accurate records, identifying risks and ensuring agreed actions are completed.
-

Working Style and Values

- The role requires professionalism, discretion, reliability and a service-focused approach.
 - The successful candidate will represent King's Inns in a visible campus-facing role and will contribute to a positive, responsive and well-organised culture across daily operations.
-

Decision Making and Escalation

The Facilities & Operations Coordinator is expected to make practical day-to-day operational decisions within agreed policies, procedures, budgets, contracts and escalation arrangements. The role should resolve routine facilities and campus-readiness issues directly, while escalating significant matters promptly to the Head of Business Operations.

- Make routine decisions on campus readiness, room use, access arrangements, contractor coordination, service priorities and immediate operational issues.
 - Reprioritise daily activity where operational requirements overlap or where safety, teaching, examination, Dining, event or visitor needs require immediate attention.
 - Coordinate contractors and contracted staff within agreed scopes, service standards and site procedures.
 - Require corrective action where cleaning, security, maintenance, room readiness, access, presentation or operational standards are not met.
 - Take immediate protective action where there is an evident safety or operational risk, including pausing unsafe activity, restricting access or isolating an affected area pending review.
 - Escalate matters involving significant health and safety risk, fire safety, major cost, policy, staffing, reputational impact, contractual dispute, capital works or material service disruption.
-

Financial and Supplier Responsibilities

- No direct budget ownership, but responsibility for supporting disciplined control of operational expenditure through approved processes.

- Obtain or coordinate quotations where authorised, verify contractor attendance and completed work, and provide supporting information before invoices are approved.
- Monitor facilities, cleaning, security, maintenance, event and operational expenditure information as required and identify emerging cost issues early.
- Maintain accurate supplier and service records to support budget monitoring, audit, contract review and operational planning.

Working Relationships

The role works closely with the Head of Business Operations, CEO, Dean, Registrar, education team, Library, Events and Communications colleagues, and external contractors. It also involves regular engagement with students, members, barristers, staff, visitors and external guests.

Working Conditions

This is a campus-based, practical and visible role in a busy educational, heritage and public-facing environment. The role involves regular movement across the campus, routine checks of rooms and shared spaces, engagement with contractors and service providers, and practical support for classes, examinations, Dining, events and visitor activity.

Some planned evening or weekend support may be required where operational activity needs an on-site facilities presence. The role requires a calm, flexible and safety-conscious approach where priorities change or facilities issues arise.

How to Apply

Applicants should submit a CV and cover letter setting out their relevant experience and interest in the role. King's Inns is committed to creating an inclusive working environment and welcomes applications from candidates with relevant experience and the ability to contribute to a professional, welcoming and well-run campus.