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JOB DESCRIPTION		
Job title: Facilities Assistant	**Accountable to**: Facilities Manager	
Contract length: Permanent	**Hours per week**: 35	**Weeks per year**: 52
Salary: £24,563 - £28,839 per annum	**Grade**: 2	
Service: Estates	**Location**: College Locations	

What is/Who are Estates?

The Estates Department at UAL plays a vital role in ensuring that the environment in which you learn, study, work and teach supports you in these endeavours. With a total estate exceeding 160,000 m2 spread across 15 sites, our responsibilities are varied. Facilities Management (FM) work day and night to ensure University buildings are kept running, safe and clean. We are continually raising standards and thinking imaginatively about how we can improve the working, studying and learning environment at UAL for our students and staff.

What is the purpose of the role?

To deliver a range of customer-focused facilities support and premises services, in accordance with agreed service standards and user requirements.

The post holder will be required to work as part of the Estates wide operational staff on a roster and may be required to move between properties to ensure that operational needs are met across the normal six-day operational cycle. Where staff resources are required at short notice to meet unexpected demand, it will be expected that the post holder will move between properties on the same day. The post holder will be required to work on an early and late shift basis which is five days over a six day week, including some Saturdays. The shifts are either 7.00am to 3.00pm or 2.00pm/2.30pm to 10.00pm/10.30pm (depending on site) on a rotational roster.

Duties and Responsibilities

- To undertake opening and closing arrangements for one or more properties in accordance with published procedure/times ensuring that all access and exit routes are available.
- To undertake daily premises audits/inspections (to include lighting, heating, fire extinguishers, safety system checks, meter readings etc) against a set checklist, reporting the findings to the duty Facilities Manager.
- To ensure that the University's premises are maintained in a safe and tidy condition by ensuring that staircases, circulation routes, receptions, plant rooms, corridors, pavements, car parks, external areas, access points, exit points, delivery and evacuation areas are kept clear of obstructions and litter at all times.
- To undertake regular cleaning of ground floor windows, doors, external surfaces, glazing, etc particularly to prominent locations i.e. receptions, entrances, etc.
- To ensure consumable stocks for all toilets and staff kitchens are monitored and maintained throughout the operating hours and that these facilities are inspected for cleanliness and faults at regular agreed intervals completing inspection charts where appropriate.
- To process all incoming and outgoing deliveries including the recording and safe porterage of all non-specialist items within and between designated properties, ensuring that deliveries are accepted in accordance with published procedures and stakeholder

requirements.

- To undertake a range of porterage duties ensuring that specified room furniture layouts are delivered in accordance with published procedures and stakeholder requirements.
- To undertake mail sorting, franking and delivery duties to meet user requirements including distributing mail within and between multiple local properties where required.
- Receiving and storing securely all lost property and maintaining the Lost Property Register.
- To provide a first-line access control/security presence at specified properties, ensuring the safe access and egress of authorised staff, students, visitors and contractors in accordance with published procedures.
- To wear at all times the approved official uniform, security identification (SIA Door Supervisor License) and appropriate personal protective equipment.
- To meet and greet all visitors in a courteous and professional manner, dealing with enquiries as appropriate, alerting hosts of their visitors and or directing visitors to venues as appropriate, in accordance with local College arrangements.
- Managing and controlling car parking access in accordance with local arrangements.
- To maintain an effective key register and key issue control system.
- To undertake health and safety duties and responsibilities as required by the post.
- To ensure adoption and compliance with all recognised and published health and safety guidance documentation, procedures, systems, etc.
- To undertake the duties of a First Aider, undertaking certified training where necessary and appropriate to maintain valid certification.
- To regularly review first aid stocks/equipment and replenish supplies as necessary.
- Under the direction of the Facilities Manager or in their absence**,** to respond to incidents whether as part of a local response, or as part of a wider Disaster Recovery event, performing such duties as are appropriate to the role and in accordance with published guidance on incident control.

Objectives over the next 2-3 years *N/A*

Other Conditions

As a member of the University Estates team the following applies:

- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- Undertake health and safety duties and responsibilities appropriate to the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.

General

- Assume other reasonable duties consistent with your role, as determined by Estates management, which may be assigned to you anywhere within the University.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational

effectiveness. • Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
Key Working Relationships • Managers • Staff • Contractors • Students • Visitors
Specific Management Responsibilities Budgets: N/A Staff: N/A Other (e.g. accommodation; equipment): N/A

Last updated: 26/9/18

[Include structure chart if available/appropriate]

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	SIA Door Supervisor License (Desirable) First Aid (Desirable)
Relevant Experience	Demonstrable experience of security, portering and mail handling operations Demonstrable experience of customer facing facilities management services (Desirable)
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Effectively delivers basic training or briefings to support understanding or learning (Desirable)
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time (Desirable)
Teamwork	Works collaboratively in a team or with different professional groups
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems (Desirable)

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

[*OPTIONAL ALTERNATIVE, for discussion with HR: The application form sets out a number of competence questions related to these selection criteria. Shortlisting will be based on your responses to these questions.*]

[*Psychometric testing must be included here if relevant*]

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