

JOB DESCRIPTION

POST TITLE:	Facilities Assistant
DEPARTMENT:	Estates Office
SUB-DEPARTMENT:	Campus Cleaning Services/Facilities
POST RESPONSIBLE TO:	Assistant Post and Portering Manager/Assistant Campus Cleaning Services Manager
SALARY:	£17,408 – £18,688 pa

Job Purpose:

To provide an efficient, customer focused portering, minor maintenance and transport service for the University, staff, students and visitors.

Duties and Responsibilities:

1. Processing mail, including parcels at the University, including collection/sorting/distributing all mail. Responsible for maintaining an accurate audit trail (using online computer system).
2. To provide an excellent customer experience in the student post room for the collection of parcels and couriered items.
3. Providing a professional Portering service that may include, but is not limited to:
 - a. Unlocking buildings (maintaining security of sub master keys) and carrying out safety and security initial checks (e.g. checking fire evacuation routes are clear of hazards, replacing fire extinguishers, room checks etc. . Reporting any defects and keeping appropriate records updated in accordance with Health and Safety and UUK code of practice.
 - b. Assist with Room checks
 - c. Liaising with the relevant building manager, Security Services and the Health & Safety department reporting to the Estates Helpdesk, when necessary
 - d. Moving furniture and equipment using appropriate means that comply with health and safety legislation and manual handling techniques
 - e. Collecting, transporting and disposing confidential waste in accordance with University Policy and standards
 - f. Providing support and carrying out duties for degree congregations
 - g. Preparation and delivery of exam stationery, liaising with Exams Office where required and the set up and take down of exam rooms, in accordance with Exam Office regulations
 - h. Assist with room checks under the direction of the Assistant Campus Cleaning Services Manager

4. Receive and be an authorised signatory for deliveries of stores and equipment and to distribute to designated areas as directed.
5. Driving all types of University fleet vehicles, to transport post, furniture/equipment, materials, staff, students and visitors.
6. Carrying out daily inspection checks and ensuring cleanliness of all Estates Portering and Warwick Sport fleet vehicles, ensuring appropriate records are maintained in line with the University Transport Policy.
7. Transporting groups of staff, students and visitors to various off campus locations in the UK
8. Transporting invigilators to exam venues, abiding by the requirements of the Examinations Office
9. Ensure refuse is collated appropriately in designated refuse rooms in residences, in order to support efficient waste collection service
10. Load/unload and distribute clean/dirty linen as requested
11. Use and maintain industrial floor equipment
12. Carry out minor non-skilled repairs, maintenance of equipment and report damage or defects requiring skilled repair. This may include, but is not limited to, unblocking toilets and sinks, replacement of shower fittings, resetting refrigerators, Salto battery replacements
13. Chaperoning maintenance contractors as required
14. Cleaning and maintaining to a required standard building entrance areas, windows, stairways, walls, ceilings, light diffusers and various public areas as required. This will include using and maintaining industrial and standard floor care equipment.

PERSON SPECIFICATION

POST TITLE: Facilities Assistant

DEPARTMENT: Estates Office - Campus Cleaning Services/Facilities

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) OR DESIRABLE (D) REQUIREMENTS	MEASURED BY: a) Application Form b) Test/Exercise c) Interview d) Presentation
Educated to GCSE level, NVQ Level 1/2 or equivalent experience.	(E)	(a) (c)
Full UK or EU equivalent driving licence (with category D1 entitlement for driving minibuses preferred), held for at least 2 years with no serious driving convictions.	(E)	(a) (c)
Excellent customer service skills with experience of working in a customer service environment, including the ability to tactfully deal with any customer complaints or issues.	(E)	(a) (c)
Excellent communication and interpersonal skills	(E)	(a) (c)
The ability to work on own initiative and make appropriate decisions, with experience of working without supervision, to tight timescales and deadlines.	(E)	(a) (c)
Ability to maintain accurate records	(E)	(a) (c)
Good problem solving skills	(E)	(a) (c)
Ability to act on both written and verbal instructions	(E)	(a) (c)
Good team worker	(E)	(a) (c)
The ability to use appropriate handling equipment and tools along with the ability to lift and carry items such as mail bags and furniture, whilst complying with manual handling best practice.	(E)	(a) (c)
Experience of driving passenger and delivery vehicles with ROSPA Defensive Driver or Minibus Driver training would be desirable.	(D)	(a) (c)