

Job description

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

- 1. Job title:** Facilities Assistant
- 2. Reports to:** Facilities Team Leader
- 3. Grade:** NG1
- 4. Job purpose:**

This role is part of the team that ensures that the University buildings and venues across the estate are prepared for use, presented and maintained to a high standard. The facilities team ensure quality in standard and bespoke layouts and ensure levels of equipment within these spaces meet with the internal and external customer's needs.

5. Principal Accountabilities

1. To ensure that rooms, areas, and venues are set out appropriately for scheduled use in a timely manner this includes (but is not limited to) ensuring power to all areas such as AV and lights, and ensuring blinds, clocks, furniture are fully operational and set up liaison with client requirements.
2. To perform tasks which enable the smooth running of the facilities such as but not limited to, planned preventative maintenance, audits, inspections and inventories of facilities, equipment and furniture, carry out and or oversee waste /confidential waste disposal, ensure that any faults identified are reported for tasking to the relevant team (e.g. maintenance, cleaning, IT services etc.) Escalate any urgent or safety related tasks to the line manager.
3. To make simple repairs and diagnose simple faults, reporting where necessary. To carry out lamp replacement.
4. Have a good understanding of health and safety issues that affect the workplace and the ability to ensure legislative compliance and customer safety. Make sure any non-conformities are reported and assist with resolutions and propose solutions as required. Co-operate and assist with any health intervention requirements that mitigate the risk to those affected by work activities. Ensure that risk assessments are undertaken addressing and reducing high risk activities. Ensure equipment is regularly checked and maintained.

5. To assist with the monitoring of services provided by University approved contractors for the provision of projects, maintenance, cleaning, catering, pest control and security who provide services so that quality standards are maintained. Monitor deviations from requirements of agreed internal and/or external levels of service and escalate to line management.
6. To undertake administrative duties relevant to the task/job such as raising and signing off job sheets, recording deliveries, completing checklists, corresponding between departments. To keep control and perform weekly stock takes of all stock items such as consumables and shared equipment in accordance with minimum stock levels, requisition items needed as required.
7. To ensure the receipt and dispatch of deliveries including post to the right department, employee, contractor or guest. Cover post room and designated goods in areas maintaining records as required including goods received.
8. To move items between University and external venues, driving when required the Estates & Facilities department vehicles. This includes tools, materials, office furniture, catering equipment, cleaning equipment, gym equipment and anything that fits in the van.
9. To provide high quality customer care and a professional first impression to all visitors, both internal and external, across the university, and to provide a first point of contact for any enquiries in respect of all university activities.
10. Any other reasonable duties within the postholder's capability as requested by their line manager from time to time.

6. Context

The Estates and Facilities Department within the University of Westminster has recently undergone an exciting transformation. The frontline roles have been split into "hard" and "soft" services. "Soft" services roles form part of the front of house team and have been refocussed to enable staff to provide a professional front of house service and high levels of customer care to students and staff alike. "Hard" services roles form part of building maintenance and technical roles taking care of the machinery, equipment and fabric of buildings.

As part of a diverse multi-site team facilities assistants are key to contributing to the student, staff and guest experience. The role ensures the smooth operation of the university by distributing post, setting up rooms for a wide range of activities and carrying out basic maintenance tasks across all sites. A busy and varied role, requires an awareness of Health and Safety and the ability to work alone or as part of a team. Postholders will be required to work closely with other teams within the Estates and Facilities Department to ensure the smooth running of the buildings.

7. Dimensions

The postholder will be responsible as part of a team for the delivery of a customer centred facilities service for university venues, this role is integral to excellent customer service individuals will receive.

Postholders will be expected to assist with the training of other facilities staff, contractors (including security who may deliver reception services at some times) and apprentices.

The role requires working closely with a number of other frontline teams these include, Security, cleaning, catering, Facilities Assistants, Maintenance, Switchboard, Information Services. And with stakeholders including, Student Services, Registry, Library, Careers, Student Finance, Disability services, Students Union, Faith Team, Student Accommodation, Course Enquiries, Education Abroad, Admissions, Safety, Health and Well-being, Human Resources, Conference team

The hours of work are 35 hours per week, which will included some weekend and evening working on a rota basis.

Person Specification

	Essential	Desirable
Qualifications	GCSE level (A to C) English and Maths, or equivalent.	First aid at work
		Full clean UK driving licence
		Experience of working in a large multi-site organisation
		NVQ level 2 in customer services
Training & Experience	Experience in a similar role	Manual handling training
	A working understanding of H&S and experience of undertaking risk assessment and method statements	Experience of using a building management helpdesk system (eg Concept Evolution)
	Responding, recording and referring customer complaints.	
	Computer skills including competent use of Microsoft Excel, Word and Outlook	
	Dealing with difficult or demanding customers	
	Experience of delivering excellent customer service	
Aptitudes and Abilities	Excellent communication skills, written and verbal	
	Ability to deal with conflicting demands and multiple tasks and prioritise effectively to meet tight deadlines	
	Fit to perform manual work	
	Ability to work on own initiative, self-starter and able to work without supervision	
	Ability to work effectively as a member of a team	
	Ability to manage customer expectations effectively	
	Ability to follow written and/or verbal instructions and agreed work methods.	
	Ability to learn new skills quickly	
	Ability to keep up to date with changes in work area	
Personal Attributes	Customer focused attitude	
	Diplomatic	
	Excellent attention to detail	
	To be self-motivated, demonstrate a methodical	

	approach to their work and be flexible in their outlook	
	Polite manner but able to exercise firmness when required	
	Resilient under pressure	
	Punctual	
	Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.	