CANDIDATE PACK

Facilities Assistant

Estates Planning and Services (EPS)



UNIVERSITY OF WESTMINSTER

OUR **UNIVERSITY**

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust – compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES **2022-2029**

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Digital and Technology Services
- Estates
- Finance and Commercial Activities
- Global Engagement
- Global Recruitment, Admissions, Marketing and Communications
- Graduate School
- People, Culture and Wellbeing
- Research and Knowledge Exchange Office
- Strategy, Planning and Performance
- Student and Academic Services
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Facilities Assistant
Reports to: Facilities Team Leader
Department: Estates Planning and Services
Grade: NG2

ROLE 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.

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 s 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.

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.

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.



PERSON **SPECIFICATION**

QUALIFICATIONS

Essential

- GCSE level (A to C) English and Maths, or equivalent
- Full clean UK driving licence
- NVQ level 2 in customer services

Desirable

- First aid at work
- Experience of working in a large multi-site organisation

TRAINING AND EXPERIENCE

Essential

- Experience in a similar role
- A working understanding of H&S and experience of undertaking risk assessment and method statements
- 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

Desirable

- Manual handling training
- Experience of using a building management helpdesk system (eg Concept Evolution)

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- 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
- 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.



FURTHER INFORMATION

VACANCY TYPE

This post is available on a **permanent, full time (1 FTE)** basis.

SALARY

Salary will be £30,287 - £32,203 per annum (Incl. LWA) on NG2 scale.

LOCATION / SMART WORKING

This post is based across all University of Westminster campuses.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage including any hybrid working.

RIGHT TO WORK

The Home Office requires all employers to ask all potential employees for supporting documentation to confirm that they are legally permitted to work in the United Kingdom. This applies irrespective of the duration or tenure of the contract. Please note that a right to work check will need to be carried out in line with Home Office guidance if you are to be offered this position. This will need to be completed prior to a formal written offer of employment being made to you.

If you do not currently have the right to work in the UK, we would encourage you to consult the UK Visas and Immigration website for further information. Depending on the role and if the relevant criteria are met, the University may be able to provide sponsorship. This would be discussed further should you be offered the post. Please note that sponsorship is not guaranteed for every role due to immigration rules and eligibility restrictions.

PENSION SCHEME

The post is superannuable under the Local Government Pension Scheme (LPFA).

EQUALITY, DIVERITY AND INCLUSION

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are



inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status. Information on our benefits can be found at our Benefits Webpage

FREE SPEECH COMPLAINTS SCHEME

The Office for Students (OfS) operates a free speech complaints scheme. Under that scheme, the OfS can review complaints about free speech from non-student members, staff, applicants for academic posts and (actual or invited) visiting speakers. The scheme is free to use. Information about the complaints that the OfS can review is available on its website [www.officeforstudents.org.uk/for-providers/freedom-of-speech/free-speech-complaints/].

HOW TO APPLY

To apply for this vacancy, please visit our vacancies page where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

Please note that the application form contains an equality, diversity and inclusion section which must be completed. This information will not be made available to the selection panel and will not form any part of either the shortlisting or decision-making process.

The deadline for receipt of applications is 11.59pm on 06 December 2026.

Interviews will take place on w/c 04 January 2027.

You will be fully informed of the outcome of your application.





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