

Job Description

Facilities Assistant

Salary:	Grade 1 / 2
Contract:	Full time, ongoing; Monday to Sunday 5/7 days a week
Location:	Canterbury
Responsible to:	Facilities Services Supervisor
Job family:	Operational

Job purpose

To provide a removal and delivery service across campus and to external areas as required. Providing essential support with University recruitment events throughout the year, by collecting, delivering and setting up items as required.

To provide comprehensive, efficient and effective postal services to all members of the University community, ensuring the range of services represent value for money and fully meets their needs.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Carry out removal and delivery activities, providing an effective and efficient service. This will include, but not be limited to, office furniture which may require dismantling and reassembling as requested by the customer. Undertake collections and deliveries on and off campus using University vehicles, including to and from the Medway campus when required as well as other University locations or external places.
- Work as part of a team to install and de-install specified exhibition flooring in the Kent Indoor Tennis and Events Arena (KITEA). Adhering to risk assessment and health and safety guidance. This usually takes place annually, ahead of the summer conference period.
- Provide support for University events, including Open Days, Arrivals and Departure weekends, undertaking deliveries, set-up and removal of items as required by event organisers. This requires a willingness to work flexibly and may include evening and/or weekend working as reasonably requested.
- Collection of confidential waste and redundant electrical equipment. Transfer to the Recycling Hub, ensuring all confidential waste bins are secure and always locked. Informing line manager when units require emptying. Follow all security requirements of the Recycling Hub.
- Undertake cleaning of all cycle shelters and University signage as necessary. Dispose of debris and waste materials, adhering to environmental waste compliance standards and procedures. Undertake general facilities management tasks, such as securing screws, minor repairs, repairing wooden panelling (waste compounds).
- Assist Housekeeping on a weekly basis with moving commercial refuse bins to designated points in preparation for refuse collection and returning them afterwards.
- Operate the University Post & Despatch function sorting incoming mail and parcels for delivery across the University, collecting outgoing mail and packages, ensuring they are despatched promptly via mail or courier as appropriate in a convenient, reliable and cost effective manner.
- Take responsibility for the Despatch Area to ensure that the stock of publications is managed effectively and is always sufficient to meet the University's operational requirements. Provide an efficient despatch service

to ensure that requests for hard copy publications from prospective students and external organisations are met within Service Level Statement deadlines.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Undertake scheduled tasks on a daily/weekly basis. Working independently at times and as part of a team to meet service levels. There may be periods of working in isolation, particularly whilst undertaking litter picking duties. Receive job tasks digitally via remote device, logging time and materials as required and completing job in a timely manner, adhering to the assigned priority and timeframe allocated.
- Provide a friendly, approachable, and helpful manner, acting as a positive ambassador on behalf of the University, always maintaining a high level of customer service and self-motivation.
- To ensure that health and safety regulations are adhered to when carrying out tasks and that all work is conducted in a safe and tidy manner and in line with policies and procedures.

Facts & figures

The facilities team, within which the role sits, deals with over 2,500 reactive work requests per annum as well as a significant amount of planned tasks, covering our 300 acre Canterbury Campus and its numerous buildings. The team also operates a thrice weekly delivery run to our Medway Campus providing any assistance required to the on-site facilities staff.

Internal & external relationships

Internal: Staff and students

External: Contractors and visitors

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Noisy working environment (above 80d)
- Working with machinery
- Working with chemicals (inc. requirement to wear latex gloves and inc. work with CO₂ or N₂ gasses)
- Biological Agents/Scientific Hazards (waste/sewage)
- Prolonged physical/manual work/Manual handling
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV & sun
- Working in isolation
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Good verbal and written skills with the ability to communicate clearly in the English language (A,I,T)
- Ability to understand and follow verbal and written procedures (A,I,T)
- Ability to work independently and/or part of a team (A,I)
- Customer awareness and the ability to remain calm under pressure and focus on the need to provide a high quality service at all times (I)
- Good understanding of health and safety procedures and safe working practices (A,I)
- Flexible and willing to work additional hours to meet essential operational requirements to cover absence and events, as reasonably requested (I)
- Willing to undertake training as required (I)
- Ability to effectively undertake all physical aspects of the role (I)
- Full UK Driving licence (A)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Good IT skills, including familiarity with MS Office software (A,I)
- Proven experience working in a similar or related postal services environment (A, I)
- Experience of working in a confidential environment (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage