

Job Description

Handyperson

Salary:	Grade 3
Contract:	Full time, ongoing, Monday to Sunday 5/7 days a week
Location:	Canterbury Campus
Responsible to:	Handyperson Supervisor
Job family:	Operational

Job purpose

The role-holder acts as the first line response to maintenance tasks. They will carry out the day-to-day triaging of defects to assess the level of repair required, and either fix the fault found or escalate to maintenance staff as necessary, within specified service level deadlines.

They will undertake removals and deliveries of cleaning materials and equipment, across the University campus.

They will ensure a high level of customer service is maintained at all times.

They will need to work flexibly at key times to provide support during business-critical conference periods, on campus recruitment events and student arrivals and departures.

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.

- To act as first line response for defects in residential areas, Kent Sport and academic buildings. Triaging requests, undertaking minor redecoration tasks, making repairs or escalating to maintenance staff as required. Adhering to agreed service level standards and procedures at all times.
- To ensure all work areas are clean and tidy before, during and after all tasks as directed by the housekeeping management team.
- Carry out minor repairs, or removal and replacement of furniture, fittings and equipment within the accommodation as required, and identified by the Housekeeping Manager. Demonstrating excellent customer service skills at all times.
- To manage work requests via a mobile device linked to the CAFM (Computer-aided facilities management) database. Reviewing and prioritizing work, in line with agreed service levels. Updating requests to reflect progress and completion, which provides feedback viewed by the customer. Logging time taken and materials required for each job, via mobile device.
- Receive and reconcile supplier deliveries, ensuring the safe storage and security of the stock at all times. Identify any discrepancies between goods received and purchase orders and address any shortfalls, as necessary.
- Carry out and record regular daily checks on university vehicles, in line with the vehicle management policy and departmental procedures.
- Responsibility for maintaining the safety of tools and equipment, which have been issued to the role holder. Reporting any lost or missing items immediately.
- Follow University and departmental procedure for the safe recording of key usage. Taking responsibility to ensure that all premises are secure on leaving.

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.

- Provide a friendly, approachable, and helpful manner to all service users, acting as a positive ambassador on behalf of the University. Maintaining a high level of customer service and self-motivation at all times within a fast paced and demanding environment.
- To ensure that health and safety regulations are adhered to when carrying out tasks and that all work is carried out in a safe and tidy manner and in line with policies and procedures.
- To maintain an awareness of the level of security required in each area, particularly with regard to the control of keys issued for access to work areas, which will include student residences. Immediately reporting any security breach or concern to relevant persons.
- The post holder must be eligible to meet the University of Kent's authorised driving at work requirements and hold a full, current UK manual driving licence as driving the University of Kent's vehicles will be required.
- The role holder must be able to prioritise their own workload and have basic computer skills. They will be required to use some software programs, including email and a mobile device which training will be provided for.
- The role holder will be required to undertake manual handling of large, heavy items and be able to identify when additional support is required and what kind of support would be suitable.

Facts & figures

The Housekeeping Services team is responsible for cleaning, housekeeping, hygiene and waste removal services for the entire Canterbury Campus, in accordance with published service level statements. Non-residential space serviced equates to c. 130,000m², consisting of teaching spaces, offices, meeting rooms, circulation space and associated facilities.

The team also look after c. 4,700 residential rooms with associated kitchens, bathroom and circulation spaces. This becomes particularly challenging during the busy summer conference season when cyclical cleaning morphs into daily servicing and room turnarounds between guests.

The in-house substantive team is made up of c. 180 FTE (c. 220 staff). During the conference season the substantive team is augmented by a significant number of casual staff, who work alongside the in-house team under their supervision.

Internal & external relationships

Internal: Students and staff at all levels.

External: Contractors, University partners, Students. Visiting members of the public, delivery drivers and conference guests.

Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Working with machinery (some vibration can occur, i.e. drills)
- Working in confined spaces
- Working at heights (minimal)
- Prolonged physical/manual work/Manual handling
- Vocational driving on & off campus (includes use of cars, vans, buggies)

- Occasional weather hazard exposure – wind/rain/snow/pollen/UV & sun
- Contact with Human fluids (blood, saliva etc)
- 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:

- General education to include English and Maths (A)
- Willingness to undertake training to learn new and improve existing skills (A,I)
- Proven basic computer skills, including MS Word, Email, Excel and MS Teams(A)
- Knowledge and understanding of the safe use of tools and equipment (A,I)
- Good communication skills, including written and spoken English as well as demonstrating a full understanding of following instructions (A,I,T)
- Ability to work on your own and/or as part of a team (A,I)
- Flexible and willing to assist with cover as reasonably requested, outside of the specified hours of the role (A,I)
- Ability to undertake prolonged physical and manual work with proven and demonstrable experience of manual handling, sufficient to undertake the duties of the role fully (A,I)
- Professional approach to work with a passion for delivering high levels of customer service (A,I)
- Full UK manual driving licence (A)
- Knowledge and understanding of Health and Safety in the workplace (A,I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- Experience of identifying and reporting defects (I)
- Knowledge of working within defined service level standards (I)

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