

Post Details	Last Updated: 04/06/2026		
Faculty/Administrative/Service Department	Faculty of Health and Medical Sciences		
Job Title	Facilities Assistant		
Job Family	Professional Services	Job Level	2b
Responsible to	Facilities Officer		
Responsible for (Staff)	N/A		

#### Job Purpose Statement

To provide operational facilities support within the Faculty of Health and Medical Sciences, including monitoring and responding to inbox communications and queries, assisting with ensuring minor repairs and improvements are carried out across the faculty estate, creating requisitions and purchase orders, monitoring and ensuring appropriate access to staff & student identity cards, and general facilities and operations administrative tasks.

You will be required to monitor and ensure faculty spaces remain functional and at the highest standards in both student and staff facing areas. The post holder will also be expected to assist and deliver staff desk moves, negotiating with IT and Estates where necessary.

You will work in conjunction with the Facilities Officer, to ensure the Faculty buildings and facility requirements are fulfilled and maintained in accordance with Faculty and University policies and procedures. In addition you will work under the direction of the Faculty Facilities Officer to support Faculty projects, facilities activities and business operations tasks to ensure that the support delivered is to the highest of standards.

#### Key Responsibilities

- **Building Operations and Maintenance** : Oversee the day-to-day functioning of faculty buildings, ensuring routine and preventative maintenance is carried out on building fabric, safety systems, and fixtures (lighting, heating, fire fittings). Conduct regular building checks and report concerns Estates and/or the Faculty H&S Advisor as appropriate.
- **Space Management and Moves** : Plan and deliver staff and space moves across faculty buildings, coordinating with Estates & Facilities, IT Services, portering, and external contractors as required. Ensure spaces remain functional, tidy, and accessible, directing contractors and managing access as required.
- **Stakeholder Communication and Query Management** : Act as a primary point of contact for faculty facilities queries, monitoring and responding to the FHMS Facilities and Card Access inboxes. Ensure requests are resolved efficiently and all stakeholders are kept informed throughout.
- **Projects and Refurbishments** : Support the delivery of space refurbishments and operational projects, gathering user requirements and keeping stakeholders updated as required. Prepare spaces ahead of works by Estates & Facilities and ensure equipment is safely stored and returned upon completion.
- **Procurement and Administration** : Administer purchasing activities including raising and reviewing purchase order requisitions, placing supplier orders in line with University policy, and receipting goods. Maintain an organised filing system for the operations team, both electronically and in hard copy as appropriate.
- **Policy Compliance and Operational Support** : Support the Facilities Officer and wider operational team with ad hoc tasks and faculty operational projects, ensuring deadlines are met. Develop and maintain a sound working knowledge of University policies, procedures, and key committee structures to ensure all activities are carried out in accordance with institutional requirements.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.
- Help maintain a safe working environment by:
- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

## **Elements of the Role**

### Planning and Organising

- The post holder will work independently with initiative, and minimum day to day supervision from their line manager in order to arrange their workload within a set of established standard operating procedures.
- They will demonstrate initiative in organising their work towards key deadlines set by the Business Operations Manager and other staff across the faculty.
- The post holder will be a point of contact for faculty operational matters and will be expected to provide high standard of customer service, working proactively to ensure that standards are maintained.
- Working with the Faculty Facilities Officer, you will receive work requests from a range of stakeholders and will be expected to prioritise and respond to request in an efficient manner.

### Problem Solving and Decision Making

- The post holder will be expected to provide support and solutions for day-to-day problems as and when required by their line manager using standard operating practices and best practice guidelines.
- You may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting procedures. In these cases, or situations where a solution is not straight forward you will refer the matter to your Line Manager as appropriate for guidance/resolution or to the Business Operations Manager.

### Continuous Improvement

- The post holder is encouraged to make suggestions for improvements in working methods, implementing them under the guidance of their Line Manager in order to ensure the smooth running of the service they provide.

### Accountability

- The post holder is expected to work proactively and in a professional manner and to maintain a calm and professional working environment.
- The post holder is expected to create an excellent first impression for visitors and to provide a strong customer-oriented service.
- The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

### Dimensions of the role

The post holder will work within the Faculty of Health and Medical Sciences across Stag Hill and Manor Park campuses to coordinate and deliver faculty facility activities.

The role encompasses a range of responsibilities for example handling sensitive and confidential information, maintaining standard operating procedures along with ensuring best practice and offering a flexible approach to your working style at all times.

The post holder will be adaptable and able to take a flexible approach to deliver the faculty's facility and operational activities. They will work closely with the Facilities Officer, Faculty Operations Manager, Academic staff and professional and technical services staff.

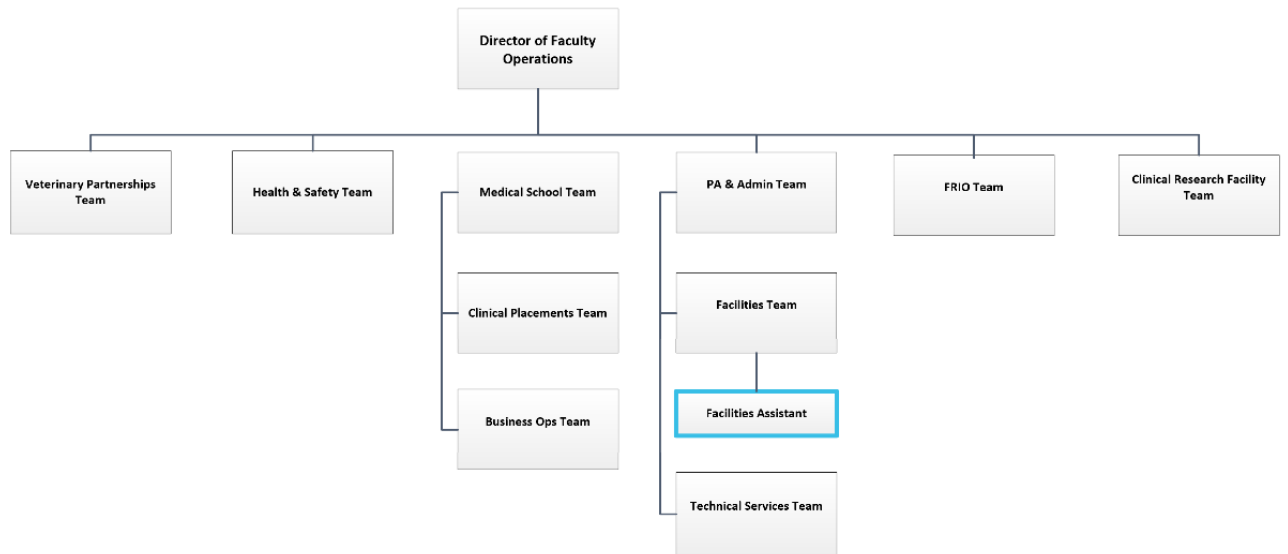
In addition, they will regularly liaise with other departments across the University including Estates and Facilities, Finance, Catering Services, Accommodation, Security and Parking Offices in order to exchange information for scheduling planned facility or event work, or addressing facility issues. Externally the post holder will liaise with representatives from construction firms, suppliers, other Higher Education Institutions and visitors to the Department/School/Faculty.

### **Person Specification**

Qualifications and Professional Memberships		
Vocational qualifications and/or relevant work experience and/or transferable skills.		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Excellent IT skills, particularly in MS Office packages, including excel and familiarity with databases	E	2
Accuracy and attention to detail	E	2
Administrative experience	E	2

A proactive and flexible approach, with the ability to use initiative in dealing with issues, able to multi-task, and the ability to balance the needs of different groups	E	2
Customer Service experience	D	n/a
Basic awareness of the activities of the University	D	n/a
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Full Driving License		E
Willingness to undertake necessary training		E
Willingness to work flexibly including on occasion at weekends to support Open Days or other University activities with sufficient notice and time off in lieu.		E
<b>Core Competencies</b>		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		
<u>Background Information</u>		
<p>The Faculty of Health and Medical Sciences comprises the five schools of Biosciences, Health Sciences, Medicine, Psychology, and Veterinary Medicine, all working collaboratively as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health.</p> <p>The Faculty is the second largest in the University, with 2000 full-time and nearly 2000 part-time students. There are 649 staff within the faculty, of which, 80 are Professional Services staff and 73 are Technical Support staff.</p> <p>As well as expertise in learning and teaching the faculty is also widely recognised for world-class research. In the latest UK research excellence framework (REF 2021) we increased overall research quality ranking by 12 places to 33rd in the UK. Our research has led to improved understanding and treatment of diabetes, cancer, addiction, cardiovascular and infectious diseases. In addition, we have world-leading research in sleep and chronobiology and systems biology.</p> <p>The Faculty operates across two campuses and manages a diverse and complex estate that supports teaching, research, and clinical activity. Facilities include specialist laboratory environments, clinical simulation and skills suites, teaching laboratories, large animal and veterinary clinical facilities, pathology and post-mortem facilities, research equipment spaces, office and student facing environments, and highly serviced technical areas. The Faculty also supports a wide range of interdisciplinary and externally facing activity involving NHS partners, research collaborators, industry, and regulatory bodies.</p>		

## Department Structure Chart



## Relationships

### Internal

- Heads of School
- Faculty Executive Assistant and Executive Office
- Faculty PA's, School Administrators and Receptionists
- Director of Faculty Operations
- Associate Director of Faculty Operations
- Faculty Operations Manager
- Technical Services Managers
- Faculty HR Team
- Academic Staff
- Technical Service Teams
- Central services (HR, Finance, Facilities, Internal Catering, Parking etc.)
- Student Services / Recruitment & Admissions
- Students

### External

- Visiting staff and students
- Partner organisations / institutions/stakeholders
- Suppliers / service providers