

Post Details		Last Updated:	
Faculty/Administrative/Service Department:	Estates and Facilities Management (E&FM)		
Job Title:	Facilities Assistant		
Job Family & Job Level	Operational Services	1b	
Responsible to:	Waste and Portering Supervisor		
Responsible for:	n/a		
<u>Job Purpose Statement</u>			
<p>Working as part of a larger team, to provide a set-up, removal and distribution service of goods, furniture and equipment across the entire University campus. Through the provision of this service, the post holder contributes to the smooth operation of the University.</p>			
<u>Problem Solving, Accountability and Dimensions of the role.</u>			
<p>The post covers a range of routine, well-defined daily tasks and also non routine tasks which are distributed and arranged by the Waste and Portering Supervisor. The post involves a degree of flexibility in how the tasks are carried out, depending upon requirements of the work orders and requests. The post holder will have to demonstrate initiative when carrying out tasks using previous experience and knowledge.</p> <p>All tasks will be conducted in line with Health and Safety training, particularly regarding manual handling regulations, Hazardous Waste regulations and recycling procedures and processes.</p> <p>The post holder does not have staff management responsibilities, nor financial or budgetary control.</p>			
<u>Background Information/Relationships</u>			
<p>Estates & Facilities Management are responsible for the planning, development and maintenance of the University Estate and provide Support Services to all faculties and departments in the University. The Estate is a key element for the marketability of the University. Estates & Facilities Management are responsible for the first impression of the organisation and managing the internal environment to ensure that staff, students and visitors have a positive experience.</p> <p>Estates & Facilities Management has six main sections:</p> <ul style="list-style-type: none"> • Administration & EFM Help Desk • Operations and Sustainability & Environment Management • Central and Residential Services (C&RS) • Central Distribution and Stores • Projects • Landscape Design & Maintenance <p>The Central and Residential Services team is part of the Estates and Facilities Management department and is responsible for the cleaning of all Residential and Education facilities on campus. The department is also responsible for the portering, recycling and waste management services across the University.</p> <p>The post hold will interact with all colleagues in the Portering and cleaning team, and will have extensive working relationships with Faculty Facility Managers, Student Registry, the Accommodation team and the Central Teaching Rooms Manager. Externally, the post holder will regularly work with colleagues from Surrey Sports Park, Graduation and other high profile events.</p>			
<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>			
Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.			

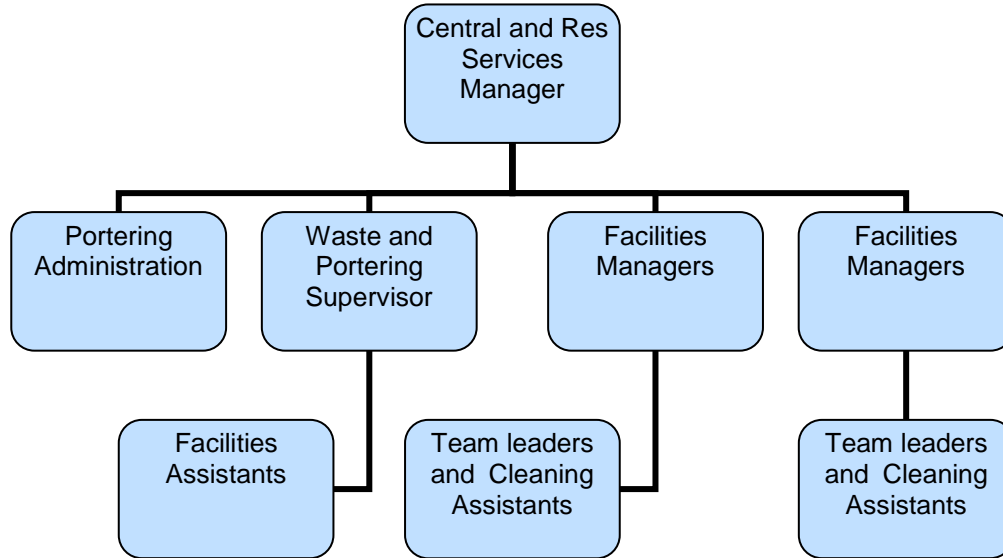
Qualifications and Professional Memberships		Essential/ Desirable
N/A		
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	Essential/ Desirable	Level 1-3
Manual Handling Experience	E	1
Experience in a similar/related portering role	D	n/a
Ability to undertake minor repairs and reporting of maintenance issues/ faults	D	n/a
Understand basic recycling and waste management processes.	D	n/a
Special Requirements:	Essential/ Desirable	Level 1-3
Physically active and able to lift and move furniture with assistance	E	na
Flexible approach to work and hours as overtime working may be required.	E	n/a
Hold a Full UK Driving Licence (Vans 3.5 Tonnes)	E	n/a
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		1
Adaptability / Flexibility		2
Customer/Client service and support		1
Planning and Organising		1
Teamwork		1
Continuous Improvement		1
Problem Solving and Decision Making Skills		1
Leadership / Management		N/A
Creative and Analytical Thinking		N/A
Influencing, Persuasion and Negotiation Skills		N/A
Strategic Thinking		N/A
Organisational Information		

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.

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.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Plan and organise day-to-day and non-routine tasks such as room set ups, office moves, stores collections and deliveries, as directed by the Waste and Portering Supervisor
2. Collect and ensure correct disposal of all waste streams from the University campus (WEEE, Furniture, food recycling, confidential and hazardous waste).
3. Undertake all relevant training courses as necessary in Health and Safety requirements.
4. Undertake all training relevant to the equipment necessary to carry out tasks where necessary.
5. Report all minor faults and repairs that need to be addressed in residential and academic buildings.
6. Assist with the Central Distribution teams in times of increased workloads.

N.B. The above list is not exhaustive.