

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Estates, Facilities and Capital Development
School/Department	Facilities
Team	Facilities Manager
Job Title	Assistant Duty Manager
Grade	3
Hours of Work	35
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Duty Manager
Responsible For (Job Title)	Facilities Staff

Principal Accountabilities

The post holder will support the Duty Manager in supervising a team of FM staff across a number of buildings to oversee the day-to-day running of FM including portering, maintenance, reception duties and cleaning of the establishments to ensure a comprehensive service is provided in compliance with University procedures and practices and Health & Safety Regulations.

The post holder will work flexibly as part of the FM team, to help deliver high quality customer focussed services ensuring that facilities for students, staff, and commercial activity is maintained to the highest standard

Key Tasks

Assist the Duty Manager to deliver the day-to-day provision of soft facilities and comprehensive cleaning service to ensure high standards of cleanliness and hygiene in line with the Service Level Agreement.

In the absence of the Duty Manager ensure (in conjunction with the Assistant Facilities Manager) team members carry out all work at the appropriate times, planning a rota and work schedules, allocating tasks to cover all required duties.

Support the planning and delivery of non-standard cleaning activities and periodic maintenance activities, including thorough and specialist cleaning.

Quality check the work carried out by team members by way of routine inspections and auditing, completing compliance check sheets and providing regular reports to the Duty Manager to ensure KPIs are being achieved in line with the Service Level Agreements.

Ensure team members undertake regular checks of the buildings, in particular washrooms in area of high footfall and that basic cleaning and stock replenishment is undertaken as required, in the absence of Domestic staff.

Ensure all materials are used in an effective and economic way, dealing directly with inappropriate use or waste.

Reporting maintenance issues via PLANON and monitoring that work is carried out by the Facilities within SLA response times and to the required standard.

Assist in the coordination of any on-site contractors whilst abiding by the managing contractor policy

Use all resources in a cost effective and economical way, minimising waste where possible. You will be responsible for the general upkeep and stock checking.

Complete and hold accurate records required by the department, using the relevant computer systems and software packages.

Dependent on location, drive University vehicles both on and off location when required

Customer Service

Contribute to the One Professional Service approach and Pride in Place culture within Facilities Management to ensure all staff give their best and are proactive in dealing with issues, to improve the overall customer experience of the facilities on offer at the University.

Be visible throughout the buildings, maintaining a high profile with customers and staff in order to ensure standards are met and customers are satisfied.

Address customer queries and concerns promptly. Where there are issues to escalate these immediately to the Duty Manager or AFM.

Liaise with internal customers to keep them informed and updated on progress and status of work, working in line with service level agreements.

Promote a positive image of the University at all times.

Health & Safety

Report breaches of security and emergencies within the area of work to the relevant individual or department and assist with emergency procedures as directed.

Report maintenance problems in line with operational requirements and processes, taking due consideration for anyone in the vicinity.

Work in accordance with the Key & Access Control Management policy at all times.

Assist the Duty Managers to manage contractors, ensuring the day to day work of the building is not disrupted; working closely with the estates department to raise any concerns.

Observe all rules and procedures in respect of hygiene, health and safety and fire prevention, assisting with the fire management procedures as required.

Safely maintain, clean and store all equipment and machinery, following safe working practices when doing so.

Have a clean and tidy appearance and wear uniform/protective clothing as issued.

Team & Personal Development

To support the development a teamwork ethos, encouraging high productivity and quality of service to assist in the service's ambition of becoming the best FM operation in the University sector.

To undertake specialist training relating to repairs and maintenance of premises e.g basic joinery, plumbing and decorating.

To complete mandatory training and participate in further training, staff meetings and departmental communication sessions which will help keep individuals informed and as such help to achieve the required standards across Facilities.

To act as a mentor to new starters.

Special Features

The post holder will not be allocated to a specific building and will be required to be flexible in order to deal with all operational requirements and support the team. There will be a requirement for postholders to work across all buildings within the campus.

Attendance is also required for key events during the year e.g. open / visit days, graduation, arrivals weekend which may involve working different or extended hours including evenings and weekends with prior notice. To assist with the scheduling of this work, you will work a 5 over 7 contract, with the majority of work assigned Mon-Fri and any weekend work subject to two weeks notice, unless it forms part of your standard contractual pattern of work.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work. You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Ability to understand and follow both verbal and written instruction and procedures and to communicate clearly in the English language. Including the ability to interact with a wide variety of people at all levels.	E
		1.2	Ability to carry out duties as outlined in the Job Description which include working safely, working at height on ladders and handling equipment.	E
		1.3	Ability to work under own initiative and as a member of a team.	E
		1.4	Ability to keep accurate records and input data using the appropriate computer software packages	E
2	General & Specialist Knowledge	2.1	Knowledge of: <ul style="list-style-type: none"> • Customer care and quality service within the facilities management functions described in the job description. • Issues relating to Health & Safety relevant to the role relating to COSHH, Manual Handling and safe working practises. • Basic building maintenance and caretaking, equipment and techniques. 	E

3	Education & Training	3.1	Level of education equivalent to NVQ Level 2/BTEC First Diploma/Certificate or equivalent experience	E
		3.2	Health and Safety qualifications i.e. IOSH	D
		3.3	Institute of Workplace and Facilities Management (IWFM) Level 3 qualification	D
4	Relevant Experience	4.1	Proven experience of supervising, motivating and developing staff to inspire performance and meet standards and targets, including the ability to give clear instruction and guidance and deal with sensitive issues.	E
		4.2	Experience of working in a customer focused environment and able to demonstrate an emphasis on providing a quality service.	E
		4.3	Experience of administrative procedures including accurate record keeping and stock ordering, using the appropriate computer systems and software packages, including Microsoft Word, Access, Excel, or equivalent	E
		4.4	Experience of working within an educational and/or public sector environment	E
		4.5	Experience of cleaning methods, using chemicals and equipment and experience of working in a similar environment, undertaking supervision of facilities functions.	D
		4.6	Experience of Health and Safety management.	D
		4.7	Experience of planning and delivering training.	D

5	Special Requirements	5.1	Evidence of a commitment to Equal Opportunities.	E
		5.2	Commitment to providing a high standard of customer service.	E
		5.3	Flexible approach to service delivery will be required to cover peaks and troughs in service delivery	E
Date of Revision		April 2021		