

Job Detail

(Overview, Role Detail and Person Specification)

Operations & Facilities/Estates & Property Services

Building Attendant Grade (1)

(MPF379)

Role Title: Building Attendant

Reports To: Building Manager

Overview

- Utilising the resources of some 350 directly employed staff, supported by numerous external contractors, Estates & Property Services is responsible for delivering a full estates and facilities management service to the University, including capital development, property maintenance, cleaning, security, caretaking and landscaping

Our Building Attendant Team provides an experienced cleaning service to our customers within Schools, Colleges and Professional services. Our regular out of hour's service is complemented by a comprehensive service throughout the day and during the night when required.

Role Detail

Role Purpose

- To carry out manual tasks individually or as part of a team;

To deliver a range of services as required by customers which include, but are not restricted to:

- Cleaning inside and outside buildings
- Replenishing dispensers as required
- Removal of litter and refuse to recycling provision.
- Receive, handle and distribute mail, goods or equipment within or between University buildings
- Set up rooms for meetings, lectures, functions etc
- Report defects in buildings, equipment or furniture to the Estates Help Desk
- Assist at various ceremonies during the year

Generally persons will be allocated regular duties in line with their particular skills, but the post holder may be required to carry out any of the above tasks.

Responsibilities

- Directly responsible to the Building Manager
- To carry out duties in a polite, professional and flexible manner meeting the directives set by the Building Manager but acting with basic supervision exercising initiative and personal judgement.
- To perform duties in accordance with all instruction issued.
- To wear provided uniform at all times.
- To act as ambassador for the Division with University students, staff and visitors displaying a friendly helpful disposition at all times.
- To work in accordance with all University and Estates & Property Services Division's Policies and Procedures.
- To demonstrate a commitment to high level customer service at all times
- Bring to the attention of managers any matters relating to the health and safety of staff, students and visitors.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- To support the aims and philosophies and key objectives of the Estates & Property Services Division and to fully uphold the Division's code of conduct in terms of actions and behaviour.
- To carry out any other duties, as deemed appropriate and at a comparable level of responsibility, that may be allocated.

- To work in a University Building or area of the grounds as allocated.
- Required to work agreed hours as indicated in your Contract of Employment.
- The post holder will perform a variety of tasks both internal and external.

Person Specification

Qualifications

The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
<ul style="list-style-type: none"> NVQ 1 in relevant subject 	D	A

Background & Experience

The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
<ul style="list-style-type: none"> Experience of carrying out a similar manual role 	E	A/I
<ul style="list-style-type: none"> Ability to use initiative, work independently or as part of a team 	E	A/I
<ul style="list-style-type: none"> Experience of understanding Health and Safety instruction and normal working procedures 	E	A/I

Knowledge

The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T

Skills & Competencies

The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
<ul style="list-style-type: none"> Ability to communicate clearly, with a wide range of people 	E	A/I
<ul style="list-style-type: none"> Ability to use light, equipment and tools (after training) 	E	A/I
<ul style="list-style-type: none"> Ability to learn and apply new procedures 	E	A/I
<ul style="list-style-type: none"> Friendly helpful manner, able to build good relationships with colleagues and customers 		

A = Application form, I = Interview, P = Presentation, T = Test

Other Considerations

The successful candidate should:	Essential/ Desirable	Tested by* A, I, P, T
<ul style="list-style-type: none"> Demonstrate evidence of good timekeeping and attendance 	E	I
<ul style="list-style-type: none"> To be able and willing to comply with the requirements of the staff handbook 	E	I
<ul style="list-style-type: none"> Must be able to perform all aspects of the position with reasonable adjustment 	E	I
<ul style="list-style-type: none"> Be flexible in duties undertaken and to work outside normal working hours when required 	E	I
<ul style="list-style-type: none"> Ability to foster and develop understanding of equality and diversity issues 	E	I

Departmental Management Structure

