

Job Detail

(Overview, Role Detail and Person Specification)

Estates & Facilities

Handy Person – Grade 3

(Ref: MPF382)

Role Title: Handy Person

Reports To: Building Manager

Overview

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

Our Handy Person Team provides experienced support and liaison with building users and helps deliver a wide range of building services to customers. By ensuring that tasks such as opening of locked areas, removal of waste, minor maintenance repairs and support of customer operations within Schools, Colleges and Professional services are carried out in a timely manner the Handy Person supports the Building Manager in providing a more proactive and comprehensive service throughout the day.

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:

- Assist trade staff as appropriate
- Conduct minor property management activity e.g. basic joinery, plumbing, decorating, flooring maintenance, landscaping
- Using a Tablet or PC use a variety of Software Packages such as Microsoft Office (Outlook & Excel.), CAFM & LARRS to monitor and record work on site.
- Open and close buildings
- Act as a customer point of contact.
- Conduct fire alarm testing and verification
- Carry out Legionella Statutory Compliance Temperature checks & flushing regimes and record the results..
- Complete Monthly Asbestos Statutory compliance checks. checks checking condition of ACM's and report and deal with any issues.
- Complete Statutory Life Checks (refuge point, fire door check, staircase check, AED condition check, Evacuation Chair use & condition check & lighting condition.)
- Working with Schools & departments. Assist and carry out office moves with regards to furniture, IT equipment & Personal effects.
- Carry out quality checks these could include building condition, cleaning and workspace/office checks
- Clean inside and outside buildings
- Replenish dispensers as required
- Removal of litter and refuse to recycle provision.
- Receive, handle and distribute mail, furniture, goods or equipment within or between University buildings
- Set up and break down 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
- Provide Bronze level support for Major Incidents can possibly include but not restricted to chemical spills, evacuation, fire alarms activation, extreme weather, flood response internal & external.

- Additional activities as Business needs require these include but aren't restricted to:
 - Ad Hoc PAT testing.
 - Setup & Use of PASMA Scaffolding System.
 - Use and Operate a PAV MEWP. In accordance with the IPAF training.
 - Act as banksmen controlling vehicle movements on site.
 - Driving
 - Use of Pedestrian Pallet Stacker (Maxwell)

Generally, persons will be allocated regular duties in line with their 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 ensure all Statutory & Legal Checks are completed in a timely fashion and results are recorded accurately and any issues are reported.
- To wear provided uniform at all times and specialist protective clothing when appropriate.
- 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 & Facilities Division's Policies and Procedures.
- Perform any other duties appropriate to the grade as may be required by the Head of Division.
- Bring to the attention of managers any matters relating to the health and safety of staff, students, and visitors
- To always demonstrate a commitment to high level customer service
- Engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost-conscious approach when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	NVQ 1 in relevant property maintenance subject, working towards or prepared to study and obtain	D	A
2	Hold a full Driving UK driving licence and be prepared to drive University Vehicles.	E	A/I
3	Relevant formal building trade craft qualification, facilities qualification or Building Maintenance qualification	D	A/I

Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
4	Experience of carrying out a similar manual role	E	A/I
5	Ability to use initiative, work independently or as part of a team	E	A/I
6	Experience of working in Facilities Management / Property Maintenance environment.	E	A/I

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
7	Basic Microsoft Office skill with the ability to use email, edit and interpret spread sheets, use Microsoft Teams to communicate, attend meeting & edit documents.	E	A/I/T
8	Ability to use a PC/Tablet to use a variety of FM software packages these could include LARRS or CAFM.	E	A/I/T
9	Working knowledge and understanding of Health and Safety, its' instruction and the ability to apply to normal working procedures	E	A/I

Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
10	Ability to communicate clearly, with a wide range of people	E	A/I
11	Ability to use plant, equipment and tools	E	T
12	Ability to learn and apply new procedures	E	A/I
13	Manual dexterity to perform basic maintenance tasks	E	A/I
14	Friendly helpful manner, able to build good relationships with colleagues and customers	E	A/I
15	Must be able to perform all aspects of the position with reasonable adjustment	E	A/I
16	The ability to do heavy physical work and to be able to climb ladders, work at heights, without undue fatigue and stress.	E	A/I
17	Be flexible in duties undertaken and willing to work outside normal working hours	E	A/I

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

Details of any assessments required will be provided in the invitation to interview letter.

- Appointments to grades 1 to 6 will normally include a competency-based interview and work based simulation exercise

Candidate guidance

Within your supporting statement you should describe how your skills and experience match the criteria listed in the person specification. Please provide narrative to each of the key sections (Background & Experience, Knowledge and Skills & Competencies).

Strong applications will demonstrate experience relevant to the **essential** and **desirable** criteria. You should aim to be as **concise and succinct** as possible when providing your narrative, as this will greatly assist the shortlisting panel in reviewing your application.