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**Facilities Assistant**

**GRADE 3**

**Job Purpose**

As part of the Zone Facilities Services Team, deliver a front line professional, customer focused, compliant facility service, including, but not limited to, conducting building compliance checks, room set-ups, Audio Visual (AV) support, mail delivery, and building patrols, whilst demonstrating teamwork, high levels of productivity and quality of services.

**Main Duties and Responsibilities**

1. Working alongside University colleagues, deliver a friendly, customer focused and pro-active service to building users, including directional information, reception, and services. Maintain a highly visible profile with customers by wearing protective clothing/workwear as issued, and personally taking action to resolve issues to deliver an excellent customer experience.
2. Monitor room booking timetable to undertake room set-ups for teaching, functions, events, supporting graduations, and exams, including the moving of furniture and equipment in accordance with specifications and plans, and delivery/receipt of any relevant materials.
3. Locking and unlocking of premises, in accordance with the Key & Access Control Management policy, ensuring the uplift and return of building keys, and operation of intruder alarms.
4. Support the use of AV and Lecture Theatre Video Linking equipment, including general instruction to staff and providing first line practical support.
5. To deliver, receive and redistribute stores, stationary, mail, parcels and other goods across the Zone. Complete and hold accurate records of incoming goods as per requirements.
6. First responder to emergencies including acting as Fire Warden/Evacuation Chair operator and administering of first aid.
7. Proactive fault and maintenance reporting to the Estates and IT Helpdesks, and monitoring of jobs through to completion as point of contact. Working closely with Estates colleagues, assist in co-ordination of contractors on site, by following the contractor’s policy and ensuring the day-to-day work of the building is not disrupted.
8. Keep the physical environment of the Zone buildings clean and in good condition by emptying waste and recycling receptacles based on usage throughout the day, and proactively committing to Health & Safety and relevant associated campaigns such as Don’t Walk By.
9. When required duties:
   1. Periodic compliance checks to ensure a safe environment e.g. fire safety checks and fire alarm testing, and routine lighting inspections, including completing/storing accurate records.
   2. Assist with cleaning duties e.g. restocking consumables in toilets, removal of graffiti, body fluid spillages, accidental spillages, flooding issues, picking litter, sharps removals.
   3. Carry out gritting and snow clearing of main paths and car parks.
   4. Support fabric maintenance jobs e.g. paint touch-up, hanging toilet roll holders, and tightening toilet seats when appropriately trained.
   5. Review building manuals and highlight areas to be updated in line with changes to processes or policies, updating sections as directed by Duty Managers or Facilities Managers.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role. Or: Scottish Credit and Qualifications Framework level 4 in English and Mathematics (National 4) or equivalent, and some experience of working in a similar role.

**Knowledge, Skills and Experience**

* Knowledge and experience of Facilities Services or other relevant customer focused environment.
* Understanding of relevant health and safety policies and procedures, for example, manual handling, fire safety, COSHH and security.
* Strong communication skills to effectively communicate with students, staff and visitors in a courteous and diplomatic manner.
* Customer service skills and experience delivering a customer focused service.
* IT skills, to support use of online tools.
* Proactive, flexible and enthusiastic approach to work and ability to manage time effectively to work as part of a team.
* Develop and enhance own skills and knowledge by participating in training relevant to the role, such as Fabric Maintenance, Cleaning, First Aid, Fire Alarm Training and Evacuation Chair training.