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| UNIVERSITY OF NOTTINGHAMRECRUITMENT ROLE PROFILE FORM |

**Job Title:** Building Attendant

**Department:** Estates

**Salary:** £15,356 per annum

**Job Family and Level:** Operations & Facilities, Level 1

**Contract Status:** Permanent

**Hours of Work:** 36.25 hours per week, worked mainly Monday to Friday between 8.30am and 4.45pm. Flexibility will be required.

**Location:** University Park

**Reporting to:** Head Porter

**Purpose of the Role:**

To provide a comprehensive service to building users. To be first point of contact for building users and visitors.

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|  | **Main Responsibilities** | **% of time** |
| 1. | To ensure security of buildings including locking and unlocking of premises. To respond to alarm activations, testing alarms as required. The collection and delivery of internal mail including special deliveries. Carrying out routine inspections of buildings and reporting faults in a timely manner. To carry out small scale maintenance as required. To work on the reception desk dealing with enquiries and providing information to visitors | 35% |
| 2 | Responsible for the cleaning operation within the building and supervising cleaning staff as required. To assist with the induction of new staff. To deputise for Head Porters as required | 30% |
| 2. | Setting up and maintaining rooms to default layout for teaching and conferences. To ensure adequate supply of pens/wipers, etc. To assist in internal office moves. To assist staff, students and visitors as required | 20% |
| 4. | To adhere to Health & Safety Regulations, and comply with University, and external, standards, policies, procedures and codes of practice | 5% |
| 5. | To be fully conversant with and competent to use all systems relevant to work area | 5% |
| 6. | Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve continuously service delivery | 5% |
| 7. | Any other duties appropriate to the grade and role of the person appointed |  |

**Knowledge, Skills, Qualifications & Experience**

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|  | **Essential** | **Desirable** |
| **Qualifications/Education** | Good level of literacy and numeracy | Customer Care qualificationCleaning industry qualifications, i.e. BiCS, ICS, NVQSupervisory qualifications |
| **Skills/Training** |  | Basic computer skillsSome supervisory experienceManual handling trainingQualifications and/or knowledge of Health & Safety and COSHH |
| **Experience** | Experience of working in a customer facing environmentSubstantial supervisory experience gained within the cleaning industryExtensive knowledge of cleaning techniques and equipment used in the cleaning industry | Previous experience in an educational establishmentExperience of carrying out office movesKnowledge of fire and security alarm systemsBasic maintenance experience |
| **Other** | Actively seeks to develop selfAdaptableAttention to detailConcentrates attention and activity on customerEffective communicatorSeeks explanations and solutions | Knowledge of local area |