



Job title	Building Attendant - Halls	Job family and level	O&F Level 1
School/ Department	Halls Management Division	Location	All University Sites

## Purpose of role

To provide support to the day-to-day running of the University Halls of residence and buildings including cleaning standards, health and safety, general maintenance whilst adhering to the University's policies and procedures. To provide great service to support the student journey and be the point of contact for contractors, visitors, students, and building users.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<ul style="list-style-type: none"><li>Secure and patrol buildings as required to maintain a safe environment for all users.</li><li>Keep all keys securely, issue/receive them to/from staff, students, visitors, and contractors, adhering to key policies and procedures.</li><li>Test fire alarms, emergency lighting, fire doors, maintain water compliance and any other required compliance required to provide a safe and compliant site.</li><li>Inspect fixtures and fittings and infrastructure daily and report faults promptly to assist in the building maintenance.</li><li>Identify and complete small-scale maintenance as required contributing to a comfortable and safe environment for all users.</li><li>Set up and maintain rooms to default layout and ensure adequate supply of consumables are available for teaching and conferences.</li><li>To liaise with all members of the Hall community and deal with aspects of security and safety. To work alone and be the main point of contact for enquiries for student and conference residents when members of the Hall Management team are not on duty.</li><li>To support and respond effectively to often demanding and critical events in the first instance and ensure the correct individuals/departments are notified.</li><li>To always provide excellent customer service.</li><li>To liaise with The University's Security team as required.</li></ul>	30%
2	<ul style="list-style-type: none"><li>Provide a reception service for visitors, staff and students, dealing with enquiries offering assistance and information as required.</li><li>Communicating with relevant customers, schools and departments to create a perfect student experience, including assisting and representing the department at open day events.</li><li>Carrying out cleaning duties as business requires, disposal of rubbish and recycling as necessary.</li></ul>	30%

	<ul style="list-style-type: none"> <li>• Ensure external areas around the hall and properties are free from rubbish and hazards.</li> <li>• Movement of clean and dirty linen which often involves lifting awkward loads, arranging assistance from colleagues as necessary.</li> <li>• Movement of stock, goods, furniture and appliances.</li> <li>• Responding to customer requirements.</li> </ul>	
3	<ul style="list-style-type: none"> <li>• To act as fire officer, first aider and major incident controller. To carry out necessary control and administration procedures, and complete reports.</li> <li>• Supervise the cleaning operation. Assist with the induction of new staff.</li> <li>• Assisting with the delivery of equipment and goods, driving vehicles where appropriate</li> </ul>	10%
4	<ul style="list-style-type: none"> <li>• Adhere to health and Safety and COSH regulations, University and relevant external, policies, procedures, standards and codes of practice.</li> </ul>	10%
5	<ul style="list-style-type: none"> <li>• Undertake and utilise training and development required for the role to enhance knowledge, skills and improve service delivery. Record and report completed tasks.</li> <li>• To be fully conversant with and competent to use all systems and equipment relevant to area of work.</li> </ul>	10%
6	<ul style="list-style-type: none"> <li>• Any other duties appropriate to the grade and role of the person appointed.</li> </ul>	10%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent customer service skills</li> <li>▪ Actively seeks to develop self</li> <li>▪ Adaptable</li> <li>▪ Attention to detail</li> <li>▪ Concentrates attention and activity on customer</li> <li>▪ Effective communicator</li> <li>▪ Seeks explanations and solutions</li> <li>▪ Basic Computer and IT Skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ COSHH training</li> <li>▪ Knowledge of local area</li> <li>▪ Manual handling training</li> <li>▪ Driving License</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working in a customer facing environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous experience in an residential educational establishment</li> <li>▪ Knowledge of fire and security alarm systems</li> <li>▪ Cleaning experience gained within a similar environment</li> <li>▪ Some supervisory experience</li> <li>▪ Basic maintenance experience</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Good level of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customer Care qualification</li> <li>▪ Health &amp; Safety qualification (eg IOSH)</li> <li>▪ First Aid certificate</li> </ul>



## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

<b>Valuing people</b>	Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
<b>Taking ownership</b>	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
<b>Forward thinking</b>	Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
<b>Professional pride</b>	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
<b>Always inclusive</b>	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others

