



Job title	Building Attendant	Job family and level	O&F Level 1
School/ Department	Estates Office, Domestic Services	Location	All University sites

Purpose of role

To provide support to the day-to-day running of the University 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 and building users.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Lock and unlock buildings as required to maintain a secure and safe environment for all users. Keep all keys securely; issue/receive them to/from staff and contractors, adhering to key policies and procedures. Test fire alarms, refuge telephones and run showers as per schedule to maintain a safe environment for all. Inspect fixtures and fittings and infrastructure daily and report faults promptly to assist in the building maintenance.	30%
2	Assist with internal office moves, where practical, to accommodate user requests. Provide a reception service for visitors, staff and students, dealing with enquiries offering assistance and information as required. Communicating with relevant customers, schools and departments to create a perfect student experience.	30%
3	Inspect fixtures and fittings and infrastructure daily and report faults promptly to assist in the building maintenance. Identify and complete small scale maintenance as required contributing to a comfortable and safe environment for all users. Set up and maintain rooms to default layout and ensure adequate supply of consumables are available for teaching and conferences.	20%
4	Supervise the cleaning operation. Assist with the induction of new staff.	10%
5	Adhere to health and Safety and COSHH regulations, University and relevant external, policies, procedures, standards and codes of practice.	5%
6	Undertake and utilise training and development required for the role to enhance knowledge, skills and improve service delivery. Record and report completed tasks.	5%
7	Any other duties appropriate to the grade and role of the person appointed.	

Person specification

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



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:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** 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.
- Professional pride** 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.
- Always inclusive** 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

