

## DESCRIPTION OF POST

<b>Job Title:</b>	<b>Facilities Assistant</b>
<b>Size of Post:</b>	Part Time – 8.0 hours per week x 38 weeks evenings during term time 6.5 hours per week x 17 weeks Saturdays (alternate Saturdays during term time)
<b>Conditions of Service:</b>	Local Government Conditions of Service
<b>Grade &amp; Scale Points:</b>	LBR 2 – scale points 18 - 21
<b>Line Manager:</b>	Facilities Manager

### A. Overall Purpose of Job

1. To undertake caretaking and maintenance duties in support of Redbridge Institute's core business operations
2. To ensure buildings, rooms and other facilities are safe, clean, maintained, prepared and ready for operational use
3. To provide facilities and customer service support for learners, tutors and visitors

### B. Main Duties and Responsibilities

1. To ensure a healthy and safe environment for learners, staff and visitors
2. To carry out responsibilities under the Health & Safety Policies, procedures and arrangements and to report relevant issues to the Facilities Manager.
3. To be a keyholder and to be responsible for security of the site
4. To open and lock the building as required – switching off alarms and switching on relevant systems.
5. To remain on the premises at all times during working hours – unless offsite attendance is required by the Institute and authorised by the Line Manager or a member of the Senior Leadership Team
6. To patrol the building regularly – internally and externally
7. To carry a mobile phone, pager or similar device as provided so that contact with colleagues can be maintained
8. To ensure the Gearies Centre is cleaned to an acceptable level.
9. To undertake cleaning not covered by the cleaning contractor
10. To set out and prepare rooms in accordance with Institute needs (if this has not already been done); to ensure that AV and other equipment and resources are delivered to rooms as required (checking log books, diaries, timetables, and liaising with colleagues) and handing out pens and other consumables where necessary
11. To help learners and other visitors by directing and taking messages where appropriate.
12. To check that all signage, plasma screens and notices are adequate to assist learners, visitors and colleagues find their way around the building and to inform them of any emergency issues, rooming or timetable changes –using temporary flipcharts and notices as appropriate
13. To make sure the photocopiers are functioning properly – stocking up with paper, dealing with routine malfunctions and calling on contractors where appropriate
14. To provide basic front line support for IT, AV and other classroom equipment within scope of capability
15. To assist the Learner Adviser team by helping to provide information and assistance to service users and colleagues
16. To provide general support to teaching and other operational staff to ensure the smooth running of classes and services, to check with colleagues that everything is running smoothly and to report on any emerging issues
17. To accept deliveries onto the site, ensuring goods delivered are moved and stored in a timely manner, passing on relevant paperwork as necessary
18. To meet contractors and provide information as appropriate
19. To routinely check all furniture and fittings to ensure a safe and reasonable standard - taking appropriate action as necessary
20. To undertake minor repairs/maintenance at the Gearies Centre as instructed by the Facilities Manager
21. To put up notice boards, shelves and assemble furniture as required
22. To report promptly any safeguarding concerns to the Safeguarding Adviser
23. To undertake fire drills as required
24. To undertake First Aid training and be a nominated First Aider for the Institute

### C. General Duties

1. To participate in performance review and continuous professional development (CPD) developing required knowledge, understanding and skills to deliver responsibilities effectively
2. To positively promote the Institute in all contact and communication with the public and learners
3. To follow all Institute policies and procedures
4. To undertake any other duties as may be reasonably requested commensurate to the level of experience and responsibility expected including supporting other teams at peak times

### **Hours of Work**

This is the proposed outline timetable. This is subject to change, by negotiation, according to the needs of the service. Some additional hours may be required. These will include cover for evenings and Saturdays. The postholder will be the first point of contact for out of hours emergencies.

		<b>Term Time</b>
Monday		
Tuesday		
Wednesday		6.00pm – 10.00 pm
Thursday		6.00pm – 10.00 pm
Friday		
alternate Saturdays	7.30am – 2.00 pm	

**D. Person Specification: Facilities Assistant**

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<p><b>Education and Training</b></p> <p>Formal qualifications and relevant training</p>	<ol style="list-style-type: none"> <li>1. A nationally recognised qualification in English to Level 2 or willingness to work towards this</li> <li>2. First aid qualification or willingness to train (an up to date qualification is a requirement of the post)</li> </ol>	<ol style="list-style-type: none"> <li>1. Manual handling certificate</li> <li>2. H&amp;S qualifications</li> <li>3. Level 2 NVQ in cleaning or similar job related qualification</li> <li>4. Customer service training</li> <li>5. Full clean driving licence</li> </ol>
<p><b>Experience</b></p> <p>Ability to undertake duties of the post</p>	<ol style="list-style-type: none"> <li>1. Experience of working in a caretaking or facilities post in a similar environment</li> <li>2. Experience of working with a range of people within and outside an organisation</li> </ol>	
<p><b>Skills and Knowledge</b></p>	<ol style="list-style-type: none"> <li>1. DIY and practical skills</li> <li>2. Good oral and written skills</li> <li>3. General IT skills with ability to use word and outlook and to look up information on databases</li> </ol>	
<p><b>Personal Qualities</b></p>	<ol style="list-style-type: none"> <li>1. Reliable, conscientious, honest and trustworthy</li> <li>2. Take responsibility for own work and maintain high professional standards</li> <li>3. Work independently acting on own initiative as well as work as part of a team to deliver work through others</li> <li>4. Flexible approach responsive to internal and external customer needs</li> <li>5. Offer solutions and work towards resolving underlying issues</li> <li>6. Plan and organise work activities prioritising workload and meeting deadlines</li> <li>7. Positive attitude to change</li> <li>8. Committed to professional development and concerned to improve performance</li> </ol>	