

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Driver/General Assistant

Job Ref: REQ24

General Details	
Job Title:	Driver/General Assistant
Professional Service:	Catering – Estates & Facilities Management
Location	Loughborough University
Tenure:	Open ended – Full time
Hours/FTE	37 hours per week
Grade/Salary	Operational Services Grade 2 - £11.44 per hour Pay will be enhanced to £12.00 per hour to reflect we are a Real Living Wage Employer. Regular pay is enhanced at the point of payment to enable this.
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8%
Starting date:	Asap

Job Purpose
To provide an efficient collection and delivery service across campus and to provide general assistance within the operation as necessary.

Management & Supervision	
Reporting to:	Head Chef/Sous Chef

Responsibilities
<p>General Duties</p> <ul style="list-style-type: none"> • Drive the allocated delivery vehicle • Drive a Luton Van and operate a tailgate • Deliver and collect equipment for functions/events and work usage • Deliver and collect food/crockery etc for delivered buffet service according to customer's requests and times • Convey staff around the campus in connection with their duties • Ensure that the van is maintained in a serviceable condition by submitting it for regular servicing and repairs, as required, and keep it clean • Report any damage to the vehicle and any incidence of accident involving the vehicle • To assist the team with tasks as and when required, including, for example, basic preparation and kitchen porter duties <p>Communication</p> <ul style="list-style-type: none"> • Complete relevant paperwork • Liaise with office staff and customers as required <p>Health & Safety</p> <ul style="list-style-type: none"> • Adhere to food handling guidelines. Will be expected to attend a food hygiene one day training course • Ensure Health & Safety procedures are adhered to following legislative guidance and University policies.

Security

- Maintain a high degree of security at all times, reporting any suspicious circumstances to Management.

Training

- Attend any relevant training courses, continue own personal development

Other

- Any other duties in line with level and scope of responsibility

Points to Note

Flexibility in start/finish times may be required depending on the needs of the business. Employment is on a 5 over 7 basis and will therefore include working at weekends as and when required.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Organisational Responsibility

The role holder will report directly to the Head Chef/Sous Chef

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria		
Area	Criteria	Stage
Experience	Able to drive delivery vans	1, 3
	Able to drive Luton Van and operate a tailgate	1, 3
Skills and abilities	Ability to carry out all duties and responsibilities of the post, as detailed in the job description	1, 3
	Confident and able to communicate with office staff and customers	1, 3
	Able to complete relevant paperwork	1, 3
	Ability to work as part of a team and to collaborate with others	3
	Able to reprioritise schedule to meet last minute demands/changes by customers/managers	3
Training	Follow correct Health & Safety procedures	3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	3
Qualifications	Hold a full driving licence including Category C*	1, 3
Other	Commitment to observing the University's Equal Opportunities policy	3
	Must wear corporate uniform and be smartly presented	3
	Must be flexible in working hours, may have to work evenings/weekends (5 over 7)	3
	Post holder will be expected to lift and carry heavy items, sometimes up and down stairs	3

**To meet the requirements set by the University Insurers all employees who are required to drive as part of their job role must be aged 21 or over. Drivers of the age of 18 – 20 may be employed but will be required to undergo a driving training/competence programme*

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of delivering and collecting buffet service/food stuffs	1,3
Skills and abilities	Customer Service experience	1,3
Training	Manual Handling	1,3
	Food Hygiene Certificate	1,3
Qualifications	Customer Service qualification	1,3