

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

Department of Estates & Facilities Management

Job Title: Premises Officer

Job Ref: REQ260072

General Details	
Job Title:	Premises Officer
Professional Service:	E & FM – Catering, Domestic & Residential Services
Location	Loughborough University
Tenure:	Full time, open ended
Hours/FTE	37 hours – 6:00am until 12:00 noon and return 5:00pm until 7:00pm (4 days per week) and 6:00am until 11:00am (1 day per week)
Grade/Salary	Operational Services Grade 3 - £24,794 to £26,230 This role qualifies for a flexible working allowance.
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employers contribution of 24.8%
Starting date:	Asap

Job Purpose

To provide a comprehensive facilities and customer support service within university buildings.

Management & Supervision

Reporting to:	Senior Caretaker
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Responsibilities

Job Duties

- To work as part of a team with own dedicated area but be flexible and collaborate with other team members to deliver tasks or service as required
- To provide a consistent and professional service to support the upkeep and take ownership of university buildings
- Co-ordinate with the Campus Facilities Managers, FM team and building users to ensure service is planned and delivered timely and efficiently to meet the users' requirements

Building Management

- Ensure buildings are secure by locking/unlocking. Check access doors and windows are closed/locked, and lights are switched off
- Co-ordinate and ensure the layout of teaching rooms are ready for use
- Drive university vehicles to assist with deliveries of goods across campus, and to assist with internal relocations
- Carry out maintenance audits and report any defects via the university's facilities management software
- Be first point of contact for any events, conferences, emergencies, or incidents

Housekeeping Management

- Deep clean facilities and specific areas, as per work schedule.

- Undertake general cleaning tasks.
- Maintain and ensure buildings clear of unwanted materials i.e. flyers, posters etc.
- Maintain and ensure front entrances and glazing are clean and presentable.
- Taking delivery of stores and assisting with distribution throughout the campus
- Manage the removal of any waste items from buildings.

Minor Maintenance

- This involves providing first response to areas that require light maintenance response, this could include: small or easy repairs to fixed items, such as toilet seats, soap dispensers, window dressings and door handles.
- Replacement of batteries in fixed items such as clocks and air fresheners.

Special Events

- Work in collaboration with other team members, FM staff and Building Users' staff to assist in co-ordination and delivery of various University events which includes but is not exhaustive:
 - Graduation Days
 - Open Days
 - Conference Events
 - Sporting Events and VIP events
 - Examinations

Customer Engagement

- The post holder is the main point of contact within the building, able to engage with building users and visitors, and other FM staff to co-ordinate all building activities and being able to respond to queries and co-ordinate and plan tasks as required.
- Co-ordinate with other LU staff such as for conferences to ensure the building is ready for their use and be on hand to respond to visitors' enquiries.
- The above is not a comprehensive list; the post holder may be required to carry out other suitable related duties to assist the Domestic Services Manager & FM team.
- Training to be able to do simple operations on building systems, such as fire alarm testing.
- Be able to use iPad and a PC.

Standards of Performance

- Seen as the main point of contact within the building and to take ownership
- Presents a smart and professional appearance in uniform provided.
- To ensure buildings are in good order and communal areas are clean and presentable.
- Seen as first line response to general building queries.
- Is flexible in responding and dealing with a range of tasks.
- Evidence of good customer feedback.
- Good feedback from Facilities Managers and other FM staff.
- Demonstrates ability to plan and deliver to suitable work schedules.

Points to Note

A full UK manual driving licence is essential.

On occasion, will be required to work at weekends.

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, wherever possible, 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 Equity, Diversity and Inclusion policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging & Inclusion 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.

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
- 3 - Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous experience in dealing with the public.	1, 3
	To be competent in the use of IT systems including Outlook	1, 3
Skills and abilities	Ability to undertake regular duties	3
	Reliable and good time keeping	1, 3
	Able to work accurately, unsupervised and under pressure to tight deadlines	1, 3
	To have good customer service skills	1, 3
	Ability to maintain confidentiality	3
	Ability to prioritise own workload.	1, 3
	Demonstrate ability to be able to communicate effectively with stakeholder departments. Knowledge of IT and computer software	1, 3
	Ability to use own judgment and act accordingly	1, 3
Qualifications	GCSE Maths and English or equivalent	1, 3
Training	Demonstrate evidence of personal and professional development.	1, 3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	1, 3
Other	To observe the University's Equal Opportunities Policy.	1, 3
	Full UK manual driving licence	1, 3
	To be flexible in working hours which will include working some evenings and weekends during peak periods	1, 3