

Stores and Key Room Operator

REQ260555

School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade: Operational Services Grade 3

Job Purpose

To be responsible to the Stores and Key Room Co-Ordinator for aspects relating to the operation of the stores and key room duties. Including receiving inbound parts and materials, delivery, and stock process. To be able to deal with enquires and issuing of keys, visiting locations around the campus to validate information and provide a service meeting the needs of the university.

Job Duties

- To contact suppliers and representatives to order stores parts/keys as required.
- Communicate to customers in regard to stock availability, timelines, quantities and expected delivery dates.
- To check documentation in connection with the provision receipts received (goods receipting), storage and issue of stores and equipment.
- To assist Stores and Key Room Co-Ordinator maintaining accurate stock records and stock control documentation. Regularly taking the initiative in monitoring and ordering stock that is required or out of stock for maintenance teams.
- To carry out finance tasks (Agresso) goods receipting, invoice matching, purchase order creation etc. To support the stores and key room operations.
- To assist with the off-loading of stores from delivery lorries and to check and book in items prior to storage.
- To ensure that storage areas and any associated buildings are kept in clean and tidy condition regarding Health and Safety Legislation.
- To assist with the Universities key database and storage devices.
- The ability to make complex programme changes to old and new CLIQ keys through the system portal.
- To update, programme and assist in the administration of the TRAKA Key Cabinet Management system.
- To undertake site surveys of buildings to ascertain key requirements for new and existing premises.
- To ensure contractors and University Staff are issued and inducted on the use of radio communications when working within confined spaces.
- To ensure that the required permitting system for key authority, confined space access, roof access, etc, permits are all conformed with.
- To issue keys to University premises to authorised persons only.

- To support system data entry maintaining records as required.
- To cut replacement keys on a key cutting machine.
- To deal with any enquiries relating to stores or keys and provide a good standard of service to all customers.
- To become knowledgeable on keys and key suiting.
- To plan work tasks over several weeks ensuring Keys and Stock are available timely for customers.

Points To Note

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 outlined in the document.

Organisational Responsibility

Reports to the Stores and Key Room Co-Ordinator.

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Previous record keeping or stores background.	1,3
	Previous experience of providing a responsive service to customers	1,3
	Previous buying/storekeeping experience in a busy environment.	1,3
	Previous experience in the construction/engineering industry.	1,3
Skills and abilities	To work efficiently and accurately, with the ability to prioritise work and to learn quickly.	1,3
	Strong commitment to providing excellent customer service	1,3
	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work under pressure and keep to deadlines.	1,3
	A team player and also able to plan, prioritise and work independently with minimal supervision.	1,3
	Good IT skills with familiarity in using Email, Internet, and Microsoft software	1,3
Training	A willingness to undertake further training and to adopt new procedures.	1,3
	Complete and remain up to date on manual handling training	1,3
Qualifications	GCSE – English and Maths	1,3

Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	Health and Safety awareness/qualification	1,3

Desirable Criteria:

Area	Criteria	Stage
Experience	A knowledge of locks and lock suiting arrangements.	1,3
	Conversant in using the CLIQ key programming system.	1,3
	Have supported a TRAKA Key Management System	1,3
	Knowledge of a financial system eg Agresso	1,3
	Driving Licence	1,3
	Familiar with AutoCAD	1,3
	Use of CAFM system - Archibus	1,3
Skills and abilities	Ability to cut Keys	1,3
	Stock management and or Key management system	
Qualifications	IOSH Working Safely	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

The position is FULL TIME and OPEN-ENDED. Salary will be on OPERATIONAL GRADE 3, SALARY BAND £26,340 to £27,049 per annum, at a starting salary to be confirmed on offer of appointment. 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/>

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds

every person's right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.