Department of Estates & Facilities Management

Job Title: Premises Officer

Job Ref: REQ260814

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 (This role qualifies for a Flexible Working Allowance)

Job Purpose

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

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

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

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- 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 outlined in the document.

Organisational Responsibility

Reports to the: Senior Caretaker

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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 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	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	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

Conditions of Service

The appointment will be subject to the University's Terms and Conditions of Employment relevant to the job grade.

Shared University Responsibilities

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

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- 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 persons 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.

***[delete if role does not require a DBS check]** **Disclosure and Barring Service Check:** This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for a Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

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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.

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