

ABOUT LOUGHBOROUGH UNIVERSITY

FACILITIES MANAGEMENT

CARETAKER

JOB REF: REQ15636

August 2015

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

JOB DESCRIPTION

Job Grade: Operational Services Grade 3

Responsible to: Domestic Services Manager

Purpose:

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

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 service within 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.

Job Specific Duties

Building Management

- Manage the security of the buildings, by locking and unlocking and checking access doors are secure.
- Co-ordinate and ensure rooms are correctly set up and ready for use.
- Assist with furniture deliveries and internal relocations.
- Monitor and reduce energy consumption.
- Carry out Maintenance Audits and report any defects.
- Be available to respond to any queries or incidents (eg floods).

Housekeeping Management

- Deep clean communal and toilet areas, floors and carpet areas to own planned work schedule co-ordinated with building occupants and FM Domestic Services Team.
- Strip and polish floors as required, co-ordinating as above.
- Keep buildings clear of unwanted flyers, posters etc.
- Keep front entrances clean and tidy.
- Assist with stores deliveries.
- Assist with removal of any waste items.

Minor Maintenance

- This involves providing first line call to areas that require light maintenance response, this could include:
 - Changing light bulbs below 8' height.
 - Small or easy repairs to fixed items.
 - Making good small areas (eg where a shelf has been moved).
 - Putting up noticeboards/boards or similar.
 - Replacement of batteries in fixed items such as clocks and air fresheners.
 - Basic alterations on heating or air conditioning controls, or other building systems.

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.
- Be able to be first line call to assist with AV equipment, and switch off after use.
- 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.

Supervision

Supervisor – Senior Caretaker

Level of supervision received:

- Expected to work on their own within agreed guidelines and plan own work schedules, meeting objectives set by both Supervisor and as agreed with building users and room bookings.
- Work standards set and audited by Supervisors.

Training & Personal Development

Post holder will be expected to be trained in areas relevant to the role, these will include:

- NVQ Level 2 Cleaning.
- Customer Service Training.
- Asbestos Training.
- Ladder Training.
- Appropriate training to carry out light maintenance jobs.
- Training to be able to do simple operations on heating controls and/or other building systems.
- Be able to use iPad and a PC.

Authority

This post carries no authority other than specifically delegated for the task.

Standards of Performance

- Seen as the main point of contact with the building.
- Presents a smart and professional appearance.
- Buildings are in good order and communal areas are clean.
- 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.

Person Attributes

- Team worker.
- Adaptable.
- Confident in communicating with a range of people.
- Able to plan and initiate own work load schedules.
- Smart appearance.
- Dependable.

Health & Safety

To understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the Department to enable you to discharge your other duties and responsibilities safely.

Additional Job Requirements

Post holder will be required to:

- Work weekends on a rota basis with other staff, as and when required.
- Be on a Flood Rota as required.
- Valid Driving Licence is required.

Other

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.

**FACILITIES MANAGEMENT
PERSON SPECIFICATION**

Job Title: Caretaker
Job Grade: Operational Services, Grade 3

	Essential	Desirable	Stages to be assessed
Experience	Previous experience in dealing with the public.		1,3
Skills and Abilities	Ability to undertake regular duties.		3
	Ability to work with efficiency and accuracy.		1,3
	Ability to keep to deadlines.		1,3
	Flexibility.		1,3
	Ability to maintain confidentiality.		3
	Ability to prioritise work.		1,3
	Good communication and organisational skills.		1,3
	Ability to promote corporate image.		1,3
	Ability to work weekends on a rota basis.		1,3
Education/Qualifications		NVQ in cleaning.	1,3
Training	Demonstrate evidence of personal and professional development.		1,3
	A willingness to follow new procedures.		1,3
Other	To observe the University's Equal Opportunities Policy.		1,3
	Driving Licence.		1,3

Stages in assessment: **1:** application form at shortlisting, **2.** selection test, **3.** Interview.

Conditions of Service

The appointment will be on a full time contract working Monday to Friday 37 hours a week, to be worked over 5 mornings and 4 evenings, Split Shifts and some weekend working on a rota basis. Salary will be on Operational Services Grade 3 £16,131 to £18,549 per annum, at a starting salary commensurate with experience and qualifications.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

Informal Enquiries

Informal enquiries should be made to Sarah Gorey, Design & Domestic Services Manager by email at: S.A.Gorey@lboro.ac.uk or by telephone on 01509 222103.

Application

The closing date for receipt of applications is **19 September 2015**.