

Recruitment of Facilities Assistant (Building User Engagement)

November 2018

Job Description

Facilities Assistant (Building User Engagement)

Job Title:	Facilities Assistant (Building User Engagement)
Responsible to:	Facilities Manager
Salary:	£18,598 (Full Time- actual salary based on Term Time calculations pro rata and split into 12 equal payments across the year)
Term Time:	Term time consists of 35 working weeks with 2 weeks at Easter, 3 weeks at Easter and 12 during the summer break being non-working weeks.
Hours:	40 Hours per Week Term time only
Responsible for:	Supervising Facilities Student Staff

Summary of Post

To assist in the provision of an effective facilities management service which ensures the safe and efficient running, upkeep, cleaning and maintenance of the Guild premises and equipment. To engage with building users to ensure the highest possible levels of customer satisfaction.

Specific Duties

- To act as duty manager and deputise in the Facilities Managers absence, be responsible for opening/closing, completing necessary check sheets for the building and alarming as necessary
- To take ownership of the visual standards of the building, it's venues, meeting rooms & related communal areas
- Assist with the arrangements for receipt and transport of goods and deliveries
- Move furniture and equipment around the Guild's premises, setting out rooms and equipment for meetings and conferences on a daily basis
- Ensure the premises are kept clean and tidy and assisting with general cleaning, clearing blockages in toilets/sinks, cleaning up spillages and leakages, etc.
- Inform the Assistant Facilities Manager of repairs and maintenance task as directed
- Undertake painting and decorating on a rolling programme as directed by Assistant Facilities Manager.
- Provide cover to reception services as required
- Assist in keeping good order within Guild premises, liaising with event organisers and room bookers
- Assist with the maintenance of the equipment and furniture inventory and key register
- Provide assistance in the co-ordination of Guild elections

- Ensure vending machines are switched on during business hours, reporting any faults to the appropriate manager
- Assist with regular and ad-hoc health and safety checks including PAT testing, and undertaking legionella inspections ensuring that activities within the Guild's premises comply with health and safety practices.
- Be present at and assist in the running of the welcome fairs & conferences, etc.
- Keep reports and records as required by the Facilities Manager
- Operate in accordance with health and safety practices and regulations at all times.
- Attend training courses, meetings & conferences as required to meet the requirements of the post
- Abide by the Guild policies and procedures at all times.
- Comply with and promote the environmental and sustainability procedures within The Guild.
- Contribute to the positive and professional image of the Guild and not act in such a manner as to bring the Guild into disrepute.
- To undertake other duties as required consistent with the grade and responsibilities
- To have a flexible approach to duties and work and, in particular, adopt a team work style with all departments and activities across the Guild. This may involve undertaking duties in support of the activities and services of other departments.

Notes

The minimum working week for the post is 40 Hours, term time. This role will be subject to a shift pattern that consists of 2 in 5 weekends and 1 week in 4 on night shifts during term time, working until approximately 12.30am. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 40 a week.

The job description is 5th November 2018 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the Guild in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time.

Management have the right to vary the duties and responsibilities after consultation with you.

Signed:

Name:

Liverpool Guild of Students Date:

Person Specification



Liverpool Guild of Students
160 Mount Pleasant, L3 5TR
+44 (0) 151 794 6868
www.liverpoolguild.org

Charity Number: 1137398
Company Number: 07324992

Facilities & Building User Engagement Assistant

Criteria	Essential	Desirable
Experience		
Experience of working in a customer service role	*	
Opening and closing buildings		*
Responding effectively to reactive work requests		*
Working in a Student led environment		*
multitasking, eg ensuring phones are answered, responding to emails & dealing with visitor/member enquiries	*	
Working in an membership-led organisation/charity		*
Knowledge		
Legal/Health & Safety aspects of building management		*
Excellent customer services skills	*	
Previous experience of estates/facilities work.		*
Skills/Abilities		
A good team member, understanding and supportive of colleagues	*	
Ability to work to tight deadlines	*	
Good organisational ability	*	
IT skills	*	
Attention to detail, highly organised and efficient approach to tasks	*	
Ability to work evenings and weekend shift patterns	*	
Ability to work independently without continuous supervision	*	
Willingness to work flexibly to meet the requirements of the role	*	
A can-do attitude to confront problems proactively and create successful solutions.	*	
Ability to work in accordance with health & safety/manual handling practices.	*	
SIA Level 2 Door Supervisor Licence		*
Other		
Committed to the Core values of The Guild	*	
Possess a clean driving licence and have use of a car		*
Willingness to undertake health and safety training	*	

What is the Guild?



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Liverpool Guild of Students exists as both an organisation in its own right and as an integral facet of the University of Liverpool, helping to recruit students by offering them extra-curricular opportunities, retain students by supporting their academic and non-academic lives, and encourage students to return as postgraduates or alumni by fostering a sense of community.

Primarily our role is to lobby the University to the benefit of students, but we also offer advice and information, facilitate a democratic governance structure, work in partnership with the University, support student activity, provide a safe social environment, and enable personal development. However, these services are necessary but not sufficient to describe to what end we exist.

The influence we have, and seek to have, extends far beyond the University precinct. The students of Liverpool constitute one tenth of the City's population, and their impact upon it has been significant both economically and socially. They have much to offer as students, but also as citizens, employees, volunteers and voters.

On a national scale, our members help to make up the 2.5 million higher education students in the UK. When the 5 million further education students - that share with them a national representative body and many of the same challenges - are added, it is clear that we are members of a large family that seeks to both promote the interests of students and, by demonstrating the positive effects of education, benefit the country as a whole.

We also believe that students have a legitimate place in discussing and influencing world affairs. The National Union of Students was founded in 1922 in order that students from the UK could be formally represented at conferences of the 'Confederation Internationale des Etudiants', described at the time as "an intellectual brotherhood among the students of the world, from whom will naturally be drawn the rulers of another generation, and which will contribute greatly towards the peace of the world". This is an ideal to which we still subscribe: that if citizens of the nations of the world can meet and understand each other, through their efforts perhaps conflict can be avoided and a better world realised.

Our Governance and Democracy structure

We're run by students, for students, and with students. This is at the heart of everything we do. So much so, we've developed a brand new democracy structure which gives every student the chance to have their say and shape their university experience.

Students tell us their Guild ideas by visiting our website or by telling Student Officers or Guild staff. Their idea can be on anything from the food we serve, the quality of their course, a campaign they think we should run or a national issue they want us to get involved with.

Straightforward ideas or suggestions – such as feedback on staff customer service - will be dealt with by our team of staff. For more complicated ideas or suggestions, we want to hear what other students think about it and put it to a debate - and it's for these ideas that our brand new decision making body, Guild Summit, will spring into action.

Guild Summit is made up of a wide mix of 50 randomly selected students that is reflective of our students on campus. They meet four times in every academic year to discuss the ideas. If they all agree with the idea, it will be passed onto our Board of Trustees - a group of people with ultimate responsibility for everything we do - for final approval.

If the idea divides Guild Summit opinion, it will go to a referendum. A referendum is a way of voting, but instead of having just 'yes' or 'no' options, students can vote on three or more possibilities. All students can get involved in our referendums. We will hold a campus wide ballot on the idea for one week. The result will then go to the Board of Trustees for final approval.

Our Board of Trustees is made up of four full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive. Management and administration on a day-to-day basis is therefore delegated to the Chief Executive and staff team.

The role of the Student Representative Officers is to gather feedback from students and lobby the University and other external bodies, be it the local council, police, NHS, transport providers or businesses in order to bring about positive change for students. To help them do this, our governance structure is designed to gather information from students in a number of ways.

We also have committees that consider matters of a strategic nature, such as finance and recruitment. We ensure that the committees have democratic credibility by ensuring that at least one student representative officer and student trustee are present, each committee also has an external trustee who has voting rights.

In addition we gather information from students involved in activity groups and from student representatives, each course has its own representative. But we are always thinking about and looking for new ways to determine student opinion. This has led us to find new ways to ask students their opinions via social media; the organisation is committed to a program that expands the use of digital communication so that we create a constant two-way dialogue

November 2018

Liverpool Guild of Students Organisational Chart



