UNIVERSITY OF WARWICK

Job Description

Job Title	Facilities Assistant
Department	Warwick Business School
Grade	FA3

Job purpose (a brief summary of the role)	To support the Facilities Coordinator and the Buildings & Facilities Manager in maintaining high quality infrastructure and facilities. To be a first point of contact for facilities issues, responsible for the day-to-day operation of the WBS Facilities helpdesk system whilst also delivering a front-of-house service for visitors and services. Provide a first-class level of customer service across a variety of channels, taking a proactive role in managing, chasing and updating on the progress of requests to deliver an appropriate resolution.
Duties and responsibilities	**Day to Day Responsibilities** To support the Facilities Coordinator and the Buildings & Facilities Manager (BFM) in the following main areas. ▪ Front-of-house duties at WBS main and secondary reception point providing a front-of-house presence for reception, post and deliveries, dealing professionally and diplomatically with visitors. Acting as a first point of contact for visitors and all building users, facilities and infrastructure issues, maintenance visits by University Estates colleagues and visits by external contractors and partners. ▪ Managing internal WBS systems for handling post, parcels, courier and recorded mail, handling deliveries and collections between WBS and other University departments, and liaising with University colleagues where necessary. ▪ With the rest of the Facilities Team and in collaboration with WBS eSolutions, ensuring that facilities provided for building users are presented in an appropriately usable state. This will include, but not be limited to: - Supporting the physical arrangement of rooms and furniture for School activities such as teaching, large events, student induction events, meetings, exams and exam boards. - Coordination of furniture and equipment moves within the WBS buildings. - Managing the disposal of confidential and other paper-based waste. - Managing the procedure for the weekly display of timetable information for teaching rooms. - Processing adhoc room and parking booking requests using the School's room booking system and training colleagues on the system. - Coordinating requests for office equipment such as telephones, storage etc. - Ensuring the daily security (e.g. windows, doors, lockers, access systems) of public and teaching areas and reporting any security incidents or problems as appropriate. - Regular, structured, recorded building tours to identifying potential Health & Safety or security hazards and other risks, and reporting repairs to be carried out by the Estates department.

- Managing the security of staff group postal lockers and keeping accurate and confidential records of locker codes and contents. Coordinating the termly check of student and communal area lockers, clearing out left over items and storing for the required time before disposal. Communicating appropriately to keep students and staff informed about locker clearances.

- Responsible for the day-to-day operation of the WBS Facilities Helpdesk system, making decisions on how to prioritise and allocate tasks and how to escalate requests to the relevant WBS or University colleague. Managing the progress of requests for repairs and maintenance in collaboration with University Estates colleagues, chasing and updating on progress and closing calls as appropriate when resolved.

- Establishing and maintaining effective and professional working relationships with University colleagues in areas including Estates, Community Safety, Warwick Print, Food & Drink and Cleaning Services.

Facilities Maintenance and Health and Safety

- Maintenance of the School's store areas, developing and maintaining inventories and keeping store areas tidy and accessible. Making arrangements for deliveries and collections (e.g. of furniture) with University colleagues.

- Maintenance, presentation and security of the School's post room and reception areas, developing schedules for keeping the areas and equipment in good working order, tidy and accessible, and managing the security of keys, lockers, signed for and registered parcels and other materials.

- Completing regular Health and Safety inspections in line with University guidance, raising these with the Facilities Coordinator, and the Assistant Registrar where necessary, and coordinating repairs with Estates as appropriate.

- Contributing to the identification of areas or items in need of refurbishment and working with the Facilities Coordinator to plan, arrange and manage refurbishments.

- Assisting the BFM with School and University-led initiatives such as departmental space returns and room usage surveys, hosting building tours/ visits, liaising with University Estates colleagues regarding planned and reactive maintenance, building works and projects.

- Coordinating additional ad-hoc cleaning as required.

- Work with other University departments and Conference areas to provide advice, logistical support and coordination in setting rooms up.

General Duties

- Responsible for ordering and reissuing keys when required and maintaining a log of all requests and key deliveries and ensuring this aligns with University Security guidance.

	• Front-of-house duties at WBS main reception and secondary reception areas. • Supporting the WBS Catering Service provision as required. • Raising Purchase Orders to order items and place catering orders. • Updating staff records on the School's Management Information System (MIS) as required. • Provide administrative support to members of the Academic Services team and other appropriate duties as allocated by the Facilities Coordinator, BFM and Academic Services Managers.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to grade A-C at GCSE level or equivalent.	A
E2	Experience of working effectively as part of a small, busy team with growing responsibilities and also independently as required.	A & C
E3	Competence in Microsoft Office software including Microsoft Excel, Outlook (email and calendars), Word and preferably experience of using databases or an online helpdesk.	A & B
E4	Outstanding written and oral interpersonal and communication skills, ability to communicate accurately and effectively with your manager and team, and to prepare clear concise information.	A,B & C
E5	Ability to provide high-quality operational, logistical and physical support for the Reception and Facilities infrastructure.	A & C
E6	Demonstrable ability to organise a busy workload, to prioritise and re-prioritise independently, and to meet competing deadlines.	A & C
E7	Demonstrable accuracy and attention to detail while working under pressure.	A & C
E8	Highly developed customer services and interpersonal skills with experience of delivering excellent customer service in a diplomatic, friendly and professional manner.	A,B & C
E9	The ability to anticipate issues and problems and to propose practical solutions.	A,B & C
E10	Ability to learn new skills and flexibility to adapt to new ways of working and appropriate additional duties as required and agreed with line manager.	A,B & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experience of working within a customer focused role, within reception, facilities maintenance and/or administration gained in the higher education sector.	A & C
D2	Previous experience of room booking system.	A & C
D3	Recent experience in a front-of-house role with associated clerical or administrative skills.	A & C
D4	Previous experience working in a physical role with a good understanding of manual handling techniques.	A & C
D5	Knowledge and understanding of WBS and the University, including geographical locations of departments and services.	A & C