

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF34424
<b>Post Title:</b>	Building Support Officer
<b>Grade:</b>	Grade 5
<b>School/Department:</b>	Campus Services
<b>Reports to:</b>	Building Support Services Manager
<b>Responsible for:</b>	N/A

## Purpose

Working as part of a Team of Building Support Officers:

To act as the point of contact for the occupants (Schools, Functions, and others) of designated Buildings within an assigned Zone of the University Campus(es) with University and external Services/providers to ensure the smooth operational running of the buildings and to enable the occupants to deliver their University business effectively.

## Main duties and responsibilities

- Act as the 'point of contact' between building occupants and central service departments for all work or events that might disrupt 'business as usual' activity.
- Act as the Building(s) in a specified zone 'Competent Person' and co-ordinate the fire safety arrangements
- To be the point of contact for the Zone Building's fire risk assessment and have access to the building fire risk assessments, closing down fire actions (where appropriate), pass on details of 'significant findings' to all building occupiers and understand what a 'significant change' within their building(s) is and notify these to the Fire Safety Advisor.
- Liaise with Estates & Facilities Maintenance Services, Projects, Schools, Functions and Technical Services to contribute to the planning of maintenance, project and inspection works and to ensure that work is scheduled, as far as reasonably practicable, within agreed access periods. Act as the point of contact for service reviews and collate customer feedback where requested.
- Liaise with Estates & Facilities Campus Services, Schools, Functions and Technical Services to ensure "soft service" delivery to the buildings is maintained to occupant satisfaction (cleaning, postal delivery/distribution, zonal Portering team and security), and to promote additional services as opportunities arise (i.e. deep cleaning, window cleaning etc.). Act as the point of contact for service reviews and coordinate customer feedback where requested.
- Liaise with other Estates and Facilities Departments and other Support Services (MCE, Events, Catering, IT, H&SS) to contribute to the planning of activities that may affect the normal operation of the building e.g. events.
- Liaise with respective Executive Support Staff from resident School/Function/other services to provide and ensure open channels of two-way communications to all staff and students within the zonal buildings.
- Communicate news of emergency repairs, forthcoming disruptive works or events to the Executive Support staff for distribution to building occupants in a timely manner, including details of the areas affected, the likely impact and the expected duration of work.

- Act as a liaison point for Schools, Functions and others to provide advice on the procedures for proposing physical changes to the building and to communicate with Estates & Facilities in a timely manner to ensure the changes are approved appropriately and to follow the relevant processes i.e.: checking that an Authorisation to Work form has been completed prior to the commencement of works.
- Have an awareness of the specialist areas within the allocated Zone Buildings and where access is required, to refer to the appropriate member of Technical Services or H&S Coordinator to organise permit to work.
- To be responsible for the reporting of faults and damage in communal areas to the E & F Help Desk in a timely manner and to sign the fault where possible so building occupants are aware that the repair has been logged. Encourage building occupants to follow the procedure for reporting faults and damage within School specific space directly to E & F Help Desk.
- To have awareness of building key points; heating access/boiler rooms, water tanks, gas valves, location of asbestos and be aware of waste disposal legislation (working with the E&F Sustainability Team) to ensure compliance in this area to meet ISO14001 standards.
- To assist with the arrangements for periodic service visits and inspections (fire detectors, extinguishers etc.) and engineering insurance inspections and liaise with relevant stakeholders: the contractor, insurance inspector, Fire Brigade, building occupants, Technical Services and Health & Safety Services to agree suitable times for such inspections.
- Working with the Building occupant Heads of School/Function/other to ensure adequate arrangements are in place for first aider responder provision in the building(s). Carry out a building first aid risk assessment and functional checks of defibrillators.
- Working with the Building occupants Heads of School/Function/other to coordinate the appointment of fire evacuation personnel (Fire Wardens, Evacuation Officers and evacuation chair operators) in the building, in line with the building evacuation plan. May be required to act as Fire Evacuation Officer for a nominated building and liaise with the Fire Safety Adviser on the organisation of fire drills and preparation of Personal Emergency Evacuation Plans
- Manage arrangements for disseminating information via the Executive Support s about building specific fire evacuation and first aid procedures to new staff/building occupants during their induction.
- To undertake weekly fire alarm tests of single call-point per building in rotation within the allocated zone.
- To work with Health & Safety Services staff to maintain and update building evacuation information, and notices. Ensure First Aid notices are up to date etc.
- Liaise with building occupants, Health & Safety Coordinators and Technical Services to understand any special risks within the building, e.g. high risk materials, processes, equipment, and the safety features installed within the building to control these risks. Understand the implications of service disruption on these and who needs to be consulted/informed about service disruptions.
- Liaise with Campus Services/ Campus Card Services and building occupants to ensure that arrangements are in place for locking and unlocking the building. Assist the Campus Card Manager and Estates & Facilities, where required, with the arrangements for lock suiting and with the School/Department Executive Support/appointed staff for card access rights for staff, students and visitors etc. Refer contractors etc. to the appropriate Function contact for access to individual rooms (Executive Support) or specialist areas (Technical Services).
- To be responsible for the management of Building Keys and locker keys, liaising with Executive Support to ensure appropriate issue/distribution (and retrieval) of office, locker and other non-Central room keys and to maintain appropriate records of key allocation.

## **Health and Safety**

- To follow University Health and Safety regulations and guidelines and to attend training sessions as required.
- To report any incident that involves injury, damage to any person or property, pedestrian or third party immediately in line with University procedures.
- To ensure general H&S legislation is adhered to prevent the actions of others putting themselves /others at risk, i.e.: propping open fire doors, blocking exit routes etc.

- To contribute when required to incident investigations in communal/public spaces of multiple occupied buildings
- Undertake workplace H&S inspections of common areas of the building (s)

### **General/Office**

- Carry out Building related administration tasks using Microsoft Office and a variety of software as required. Use University communications equipment following published policy guidelines (phones, radio's etc.)
- To communicate with building occupants, visitors and service providers in a clear, concise and polite, professional manner by responding to inquiries by telephone, email and face to face. To be able to draft letters, email responses and other customer service documents as required.
- To provide advice to building occupants and external contractors on standards, processes and procedures; research and clarify as required.
- Participate in and carry out Building administration checks and audits as required to comply with ISO9001:2015 QMS accreditation standard.
- To observe and carry out all responsibilities and processes to comply with University Environmental policy and ISO14001 accreditation standard.
- Other duties to assist with the general running of the section as and when required
- To operate within an allocated budget for building related spend: safety such as Hi Vis, warden search plans, first aid kits etc., for minor new works such as poster frames, safety notice boards and new fire extinguishers etc. and to fund work orders for removal of obstructions in means of escape routes

### **Supervision received**

The Post reports to the Building Support Services Manager who will offer general guidance on day to day activities and more detailed supervision for strategic work.

### **Supervision given**

None

### **Contact**

All Schools and Departments and services occupying the buildings within the allocated zone.

E&F Service departments: Maintenance, Campus Services, H&S Services, Projects, Property Services, Catering, Strategy & Space Management,

External contractors and service providers,

Students and academic staff from other areas of the University.

Central services such as HR, Finance, Student Services, IT, Technical Services and in particular the relevant Business Partners

External customers and visitors to the University

## **Terms and conditions**

The post is full time (1.0FTE) Monday to Friday. Actual working hours to be agreed.

Some flexibility will be necessary involving occasional earlier starts and later finishes. A willingness to be available for longer periods of overtime is essential. The Building Support Officer is required to be a "point of contact" for Security to be able to call regarding building related problems that come up out of hours.

The Building Support Officer is required to hold a full clean driving licence and be willing to undertake appropriate driver training as prescribed.

Campus Services is proud to hold ISO9001:2015 accreditation and actively works to maintain high quality service in accordance with the Standard.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: 15<sup>th</sup> September 2017**

# PERSON SPECIFICATION

Job Title	School/Department
<b>Building Support Officer</b>	<b>Building Support Services, Campus Services</b>

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> <li>• Competent IT skills and abilities using MS Office software, systems packages and Outlook.</li> <li>• Excellent Customer service skills including good communications for instruction and guidance, both written and oral.</li> <li>• Good organisational, administrative and prioritisation skills</li> <li>• Ability to influence and negotiate and assume authority in specific situations such as: recruiting for fire wardens/first aiders, fire evacuation, not following procedures etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using FM packages (WREN)</li> <li>• Experience of using building access systems</li> <li>• ISO9001:2015 Quality system familiarity</li> </ul>
Attainment	<ul style="list-style-type: none"> <li>• General School GCSE level attainment with GCSE passes in Maths and English OR</li> <li>• Educated to A level standard/Degree or</li> <li>• Relevant work experience in a similar role</li> <li>• Full UK driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• H&amp;S, Fire and/or Building management qualifications: IOSH, BFIM or equivalent</li> </ul>

<p>Knowledge</p>	<ul style="list-style-type: none"> <li>• Experience of preparing risk assessments, operating procedures and a good understanding and practical experience of Health and Safety at work</li> <li>• Experience of Fire Risk Management</li> <li>• Experience of working in a Customer facing environment with strong emphasis on customer service excellence</li> <li>• Proven experience in planning and progressing work activities within a broad and technical programme of work</li> </ul>	<ul style="list-style-type: none"> <li>• Building/Facility management experience</li> </ul>
<p>Relevant Experience</p>	<ul style="list-style-type: none"> <li>• Experience of working in a customer facing role</li> <li>• Experience of team working</li> <li>• Experience and knowledge of administrative processes</li> <li>• Using a variety of software packages as part of a job</li> <li>• Experience of administrative work in a busy office environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a Higher education work environment</li> <li>• Experience of working with Maintenance , Building and Services contractors</li> <li>• Experience of managing contractors</li> </ul>
<p>Disposition</p>	<ul style="list-style-type: none"> <li>• Confident, polite and friendly with a strong customer service focus</li> <li>• Reliable attendance and excellent timekeeping record</li> <li>• Comfortable with working and communicating with all types of people at all levels.</li> <li>• Uses initiative to prioritise work</li> </ul>	

	<p>effectively and to make qualified decisions</p> <ul style="list-style-type: none"> <li>• Proven ability to prioritise tasks under pressure</li> <li>• Positive flexible and adaptable approach to work including being comfortable with change and new processes</li> <li>• Willingness to travel between sites</li> <li>• Team player</li> <li>• Excellent command of English both written and oral</li> <li>• Ability to facilitate meetings and prepare accurate meeting notes, reports and formal communication notices</li> <li>• Ability to maintain effectiveness under pressure</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• To undertake required training to comply with University procedures</li> <li>• Have a willingness to work out of hours if required</li> </ul>	

Completed by: Heather Silk-Jones / Lucy Virtue	Date: 15 <sup>th</sup> September 2017
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