

JOB DESCRIPTION

Vacancy reference:	
Post Title:	Buildings Assistant, Thames Valley Science Park
Grade:	4
School/Department:	Thames Valley Science Park
Reports to:	Facilities & Operations Manager
Responsible for:	N/A

Purpose

To provide efficient and effective support to the Facilities and Operations Manager to ensure a highly customer focused and professional facilities management operation is delivered to Thames Valley Science Park (TVSP) users.

Main duties and responsibilities

- To run the reception service at TVSP Ltd providing information to tenants and visitors and to be a first point of contact for tenants, visitors, contractors and suppliers relating to buildings and facilities management issues.
- Monitor and ensure facilities management (FM) issues are logged and that appropriate action is established to resolve issues by:
 - Log issues raised by tenants or reported by members of staff and liaise with the appropriate groups (E&F, contractors or otherwise) to resolve.
 - Monitor progress in resolving such issues.
 - Provide effective and timely feedback to tenants on progress.
- To have awareness of building key facilities and infrastructure; heating access/boiler rooms, water tanks, gas valves, location of asbestos and be aware of waste disposal systems
- Assist with the supervision and management of small projects as appropriate.
- Communicate news of emergency repairs, forthcoming disruptive works or events to building occupants in a timely manner, including details of the areas affected, the likely impact and the expected duration.
- Assist with management, monitoring and oversight of out sourced FM provider including attending meetings and deputising for Facilities and Operations Manager in this role as required
- To take full and robust control of and manage the Permit to Work system in both REC and Gateway buildings including and ensuring no works are carried out by contractors or Tenants without permits being in place and higher management approving such works

- Deputising and providing cover for Facilities and Operations Manager (holidays, sickness etc) To deputise and provide cover for the Building Assistant at Reading Enterprise Centre (REC) (holidays, sickness etc)
- From time to time assist Property Services in relation to FM on its wider Investment Estate.
- To undertake administrative tasks to ensure the management & ownership of:
 - Client database (via MS Outlook).
 - Maintain records/databases.
 - Provide effective monitoring of planned & reactive maintenance requirements.
 - Telephone handsets/telephone lines & data management
 - Site access control & key management.
 - Parking permits.
 - Out of hours contact records etc.
 - Support the Facilities & Operations Manager with the Building's fire risk assessment and have access to the building fire risk assessments, closing down fire actions (where appropriate).
 - Monitoring of cleaning, postal services.
 - First Aiders.
 - Weekly fire bell testing.
 - Periodic fire evacuation drills acting as evacuation point officer.
 - Fire extinguisher, fire systems and PAT testing and any associated recharging
 - PEEPS.
 - Tenant annual H&S self-declaration.
 - Facilities Management signage and notices.

Health and Safety

- To follow TVSP Health and Safety regulations and guidelines, attending training sessions as required.
- Have an awareness of the specialist areas and where access is required, to refer to the appropriate member of Technical Services or H&S Coordinator to organise permit to work.
- To report any incident that involves injury, damage to any person or property, pedestrian or third party.
- To ensure general H&S legislation is adhered.
- To contribute when required to incident investigations in communal/public spaces of multiple occupied buildings
- Undertake daily, weekly & Monthly workplace Facilities & H&S inspections of common areas of the building.
- Willingness to undertake further formal FM, H&S training and qualifications as required by management

General/Office

- Carry out administration tasks using Microsoft software as required.
- Raise orders via University Systems and pay Invoices.
- Raise invoices for individual tenants, suppliers or others as required.
- 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.

- To observe and carry out all responsibilities and processes to comply with TVSP Environmental policy and to UoR ISO14001 accreditation standard.
- Other duties to assist with the general running of the building as and when required
- Arrange diaries and coordinate meetings for team members as required

Supervision received

Reporting to the Facilities & Operations Manager.

Supervision given

Not applicable

Contact

The post holder will liaise with tenants of the facility and their customers, visitors, contractors and suppliers relating to buildings and facilities management issues.

Terms and conditions

This is a full time position, circa 36 hours Monday to Friday. Post holder will be on a security call escalation list and will need to be contactable out of hours (for emergencies only) and on occasions may be required to attend site. The post holder will be expected to provide cover for University closure days, but are not expected to work on a bank/public holiday.

This document outlines the typical duties of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the duties may vary from without changing the general character of the job or level of responsibility entailed.

PERSON SPECIFICATION

Job Title	School/Department

Criteria	Essential	Desirable
Skills Required	<p>Competent IT skills and abilities using MS Office and MS Excel software, systems packages and Outlook.</p> <p>Excellent Customer service skills including good communications for instruction and guidance, both written and oral.</p> <p>Good organisational, administrative and prioritisation skills</p> <p>Ability to influence and negotiate and assume authority in specific situations such as fire evacuations.</p>	<p>Experience of using FM packages (WREN and E Logbooks or similar CAFM system)</p> <p>Experience of using building access systems</p>
Attainment	<p>General School GCSE level attainment with GCSE passes in Maths and English (or equivalent)</p> <p>Relevant work experience in a similar role</p>	<p>H&S, Fire and/or Building management qualifications.</p>
Knowledge	<p>Understanding and awareness of H&S policies and procedures</p> <p>Customer service delivery</p>	<p>Building management experience</p>

	<p>Proven experience in planning and progressing work activities within a broad programme of work</p>	
<p>Relevant Experience</p>	<p>Experience of working in a customer facing role</p> <p>Experience of team working</p> <p>Experience and knowledge of administrative processes</p> <p>Using computer software as part of a job</p> <p>Experience of administrative work in a busy office environment.</p>	<p>Experience of working in a Corporate work environment</p> <p>Experience of working with Building and Services contractors</p>
<p>Disposition</p>	<p>Confident, polite and friendly with a strong customer service focus</p> <p>Reliable attendance and excellent timekeeping record</p> <p>Comfortable with working and communicating with all types of people at all levels.</p> <p>Uses initiative to prioritise work effectively and to make qualified decisions</p> <p>Positive flexible and adaptable approach to work including being comfortable with change and new processes</p> <p>Team player</p> <p>Ability to maintain effectiveness under pressure</p>	

Other	To undertake required training to comply with TVSP procedures Have a willingness to work out of hours if required To appear smart and presentable adhering to UoR/TVSP staff dress code.	

Completed by:	Date:
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