

ROLE DESCRIPTION

ROLE TITLE: Premises Care Officer

REPORTING TO: Facilities Supervisor

LOCATION : Franklin College, Grimsby

APPOINTMENT TYPE: Permanent. Full time, 37 hours per week.
The shift patterns rotate weekly and are:
Shift 1 Monday to Thursday 0630 to 1430 Hrs.
Friday 0630 to 1330 Hrs.
Shift 2 Monday to Thursday 1415 to 2200 Hrs.
Friday 1300 to 1900 Hrs.

DATE: December 2017

ROLE PURPOSE:

To identify the needs of site users, including staff and students, to take action to meet those needs and to ensure that College premises are a well cared for and high quality resource. To assist in managing the day to day operation and security of a busy College site and contribute, where possible to site maintenance.

DIMENSIONS:

Direct reports: None

Budget responsibility: n/a

MAIN DUTIES AND RESPONSIBILITIES

1. Carry out security procedures for grounds, premises and their contents comprising all unlocking, locking and key holding as required, including emergency and call-out cover.
2. Test operate and ensure the daily functioning and use of electrical systems, alarms, surveillance systems and controls, reporting incidents, faults, trespass or damage, liaising with the Police, the Security Contractor and College Managers, and patrolling or directing site users as necessary.

3. Support staff and students by carrying out portering duties, furniture removal, assist in the ordering, receipt or dispatch of resources as required, and maintain inventories and audits of furniture, equipment and other contents.
4. Carry out specialist or emergency cleaning duties internally or externally as required and maintain a working knowledge of cleaning processing and monitoring the work and output of the cleaning team.
5. Facilitate the daily operation of College plant and services, including all utilities, to meet the needs of site users, liaising with outside agencies as appropriate.
6. Carry out internal and external repairs maintenance and handy person duties, general joinery skills to contribute to projects and minor works as appropriate and assist in the management of and liaison with contractors and work persons on site, in particular grounds maintenance staff.
7. Prepare for College lettings, ensuring that all the practical needs of hirers, trainees and adult students are met before, during and after their letting and acting in a customer care capacity in the absence of other College staff.
8. Such other duties as may from time to time be required.

General Tasks

1. Contribute positively to College quality standards by evaluating own and others performance and developing action plans for service improvement.
2. Maintain a good knowledge of the site, relate to students, staff and site users and match knowledge and action to needs.
3. Work with the Facilities Supervisor and other staff to develop efficient paper and electronic systems to record, monitor and control daily operations.
4. Encourage students, staff and site users by example to hold high personal standards of behaviour and respect for College property and the College environment.
5. By observation suggest both minor improvements and larger scale developments to contribute to the College Accommodation Strategy and Maintenance Plan.
6. Comply with College Welfare, Health and Safety requirements and give a lead in safe, efficient and effective working practices.
7. Liaise with other premises staff to ensure that there is proper coverage of all needs and functions throughout College opening hours.

Selection Criteria: A= Application Form I = Interview T = Test/Personality Profile P = Practical exercise *The selection criterion is for guidance only and alternative methods may be used to assist the selection process	Essential or Desirable	Method of Candidate Assessment * A, I, T or P
Experience		
1. Experience of practical maintenance skills. In particular, manual skills such as joinery and painter/decorator.	E	A,I
2. Experience of dealing with a wide range of client groups or contractors.	D	A,I
3. Experience of identifying and meeting customer needs.	E	A,I
4. Experience of working across a large site.	D	A, I
5. Knowledge of security, maintenance and control systems.	D	A,I
Educational/ Vocational Qualifications		
1. Relevant and valid First Aid Qualification.	E	A
2. Good general education, including at least GCSE (or equivalent) in English, Maths and IT.	E	A
Skills, Knowledge & level of competency.		
1. Highly developed communication and external liaison skills.	E	A,I
2. Ability to carry out a physically demanding role and have a good understanding of manual handling.	E	A,I
3. An innovative approach and style.	E	A,I
4. The ability to analyse and solve problems and implement change.	E	A,I

5. Highly tuned procedural and systems development skills.	D	A,I
Personal Qualities and Social Skills		
1. Communication skills – the ability to present ideas and information clearly, concisely and accurately both verbally and in writing.	E	I
2. Interpersonal skills – the ability to build and maintain effective professional relationships with internal customers and external contacts.	E	I
3. Close attention to detail combined with the ability work accurately even when under pressure.	E	I
4. A commitment to equal opportunities and diversity management.	E	I
5. Ability to influence others.	E	I
6. A responsive and flexible attitude to changing needs and demands.	E	I
7. Self motivated with a high level of personal initiative.	E	I
8. Committed to excellence, continuous improvement, customer focus, team working and self / staff development. Flexible and approachable, enthusiastic and self motivated.	E	I
9. Franklin College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.	E	A, I
Constraints		
1. Flexibility of working required, including evenings and (occasionally) at week-ends.		

GRADE OF POST: SFC Support Staff Pay Spine points 19 to 23, currently £17,400 to £19,094 per annum.

HOURS OF WORK 37 hours per week.