Role Description

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| **Role Title:** | Facilities Assistant | **Department:** | Operations |
| **Reports To:** | Office Manager | **Last Updated:** | June 23 |

# Role Purpose

The Entrepreneurship Centre is part of the Hauser Forum complex and is the entrepreneurial hub for the University of Cambridge and the surrounding area. The building comprises of a large reception area, multiple offices, meeting rooms and a seminar centre which is used for a range of events and meetings.

The Entrepreneurship Centre has multiple tenants, the largest of which is Cambridge Enterprise, who have responsibility for the facilities management and maintenance up keep of of the building.

The role holder is responsible for supporting the Office & Facilities Manager in overseeing the general running of the buildingresponding to the needs of the tenants and liaising with University personnel/contractors to ensure work is carried out in a timely and efficient manner. The role holder is responsible for the setting and resetting of seminar rooms and multi-user meeting rooms, and the provision of AV support to these facilities.

The role-holder has responsibility for making sure that the building is presented to the highest possible standard by overseeing the Health and Safety and Fire Safety requirements, general maintenance, cleaning, security and waste management.This role provides a mix of both hands on and administrative tasks.

The role holder is also a key-holder for out-of-hours emergencies.

# Main Responsibilities

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| 1. | **Security**   * Key holder responsibilities * Ensuring the reception area is ready for visitors in the morning * Oversee the use of the building check-in systems and encouraging use * Checking windows and doors are secure and free from damage * Completing ID and access checks, then challenging anyone who does not meet the security requirements * Escorting unauthorised persons off-site with support of University Security, if required. * Monitoring and managing the Chubb security system, including both setting and disarming alarms and investigating alarm activations. * Managing the Salto entry card allocations for Hauser Forum tenants, including database maintenance * Attending any out of hours emergencies, for example, responding to fire activations, forced entries, floods, lock-ins and emergency maintenance (e.g. loss of power).  In these circumstances, the role holder will be expected to attend the site, assess the situation and escalate to the University EMBS Estate Facilities team. |



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| 2. | **Maintenance**   * Carrying out regular checks of the building, including the front entrance, lifts, toilets, shower rooms, kitchen/ lounge areas, staircases, roof terrace, fire exits, bike storage area and plant rooms. * Carrying out minor maintenance e.g. touching up paintwork, putting up shelves, furniture repairs, putting up notice boards and pictures, replacing lights, assessing problems/ faults, liaising with the Hauser Forum tenants. * Checking both plant rooms regularly to ensure the pumps are running, control panel lights are green and on, and there are no leaks or spillages. Check roof area and Air Handling Units (basement cage), and reporting any faults. * Checking that all equipment is in a safe working condition, reporting defective equipment via Planet portal to EMBS helpdesk. * Co-ordinating the PAT testing for the building. * Liaising with the University maintenance unit, checking completion of work and signing off, and liaising with CE and other Hauser Forum tenant contacts to ensure work is carried out. * Monitoring of office and seminar centre room temperature via the Building Management System and making appropriate adjustments. * Ensuring that the external areas of the Hauser Forum are well presented, removing weeds from between paving slabs and flower beds and remove litter. * Carry out the necessary administration related work for all of the task mentioned above. |
| 3. | **Health and Safety / Fire Safety** Checking the emergency systems (fire detection, intruder alarms); testing the fire alarm on a weekly basis and emergency lights on monthly basis and checking the fault log every day; calling out the service engineers for all systems as necessary.Conducting regular risk assessments of shared areas within the Hauser Forum and reporting any concerns or risks to the line manager.  * Fire Safety Manager and fire incident investigator for Hauser Forum and West Café * Carry out regular water checks and follow the Universities water safety guidance  Compiling relevant documentation needed for the building on all H&S needs |
| 4. | **Seminar Centre and Multi-User meeting rooms**   * Liaising with the Hauser Forum Receptionist for all tasks concerning Seminar Centre bookings and completing all necessary administration to ensure that events run smoothly on the day. * Daily preparation for any seminar room bookings, including re-arranging of furniture and division walls, and supporting audio visual requirements. * Occasional evening/weekend attendance may be required for security and/or support reasons. |
| 5. | **Building Assistance**   * Assisting with office/furniture moves and relocation of equipment within the building, as requested from the tenants. * Overseeing car parking reservations and reserving spaces as necessary. Overall monitoring of the visitor’s car park, checking that parked vehicles and deliveries do not block access routes or create hazards, meeting all health and safety requirements * Accepting the delivery of large/heavy packages, delivering to the appropriate destination following manual handling precautions * To work alongside the Office and Facilities Manager to complete office moves and updates |
| 6. | **Cleaning**   * To be the main point of contact for contractors, liaising between the contractors and Hauser Forum tenant main office contacts * Carry out regular cleaning checks against the daily cleaning schedule (produced as part of the contract tender documentation), noting any non-conformances that are reported to the contract cleaners. * Carry out emergency cleaning (e.g., flood waters, blocked toilets) and if the building cannot be secured, remain on site until staff arrive or contractors attend. * Checking that contract cleaners dispose of waste according to established procedure, liaising with contractors when on site – e.g., confidential shredding company. * Supporting the building recycling policy and other environmental initiatives. * Keeping the external environments of the site clear of litter. Check and monitor bins * Completing regular cleaning checks of the cycle storage, lower basement and labyrinth areas as required. * Maintaining shower room cleanliness and preventing blockages |
| 7. | **Other**   * During close down periods, manage contractors working on site for planned maintenance for example, cleaning of extraction ducts, deep cleaning of kitchens and seminar rooms, ensuring the buildings are secured at the end of the day. * Taking part in regular liaison meetings, establishing and maintaining strong, collaborative relationships with the University Estate Management staff, Hauser Forum tenants, contractors, suppliers and other third parties. * Any other duties commensurate with the grade of the post. * Provide admin cover in the Receptionist’s absence. * Carry out any ad-hoc administration tasks required * Completing regular cleaning checks of the kitchen area and ensuring all supplies are in stock |

Person Specification

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| **Company Competencies** | **Essential** | **Desirable** |
| Knowledge, Skills and Experience | Experience of monitoring Health & Safety legislation and documentation  Experience in a fire safety role  A willingness to work non-standard hours and to respond to out-of-hours call outs in the event of emergencies.  Willingness to take on physical tasks  A proactive approach to continuous learning and development, including attending any additional training  Proactive general maintenance and repairs  Experience working in a facilities role.  Experience in basic administration tasks. | Experience working in a seminar /conference facility |
| IT, Communication, Other | IT skills, Microsoft Office 365, AV equipment experience, or willingness to gain new skills such as the building access, intruder alarm and building management system  Technical aptitude and the ability to carry out minor maintenance, experienced in the safe use of power tools. |  |
| Ambition/ Effectiveness | Identify and act upon ways to improve work processes, enhance quality, productivity, and service  Demonstrate commitment towards continuous improvement and willingness to challenge existing practices |  |
| Customer Focus | Strong communication and interpersonal skills in order to interact with all of the building users  A dedicated, customer orientated approach to dealing with requests and enquiries from staff and visitors as necessary |  |
| Team Working/ Flexibility | Ability to work well within a team and also with little supervision when required.  Happy to use own initiative, with a keen eye for detail.  Willing to take on non-routine tasks when needed |  |
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| Decision Making & Problem Solving | Ability to deal diplomatically but firmly with difficult situations  Good time keeping skills, ability to plan and prioritise own workload accordingly |  |