

JOB DESCRIPTION

Job Title:	Estates & Facilities Assistant
Reports to:	Estates & Facilities Team Leader
Daily supervision by:	Estates & Facilities Co-ordinator

Overall Responsibilities

Post holders will provide a full range of services to ensure the facilities' overall environment fully supports the aims and visions of the Bedford College Group.

These duties include security, portering, maintenance and ground maintenance, health and safety testing, driving and cleaning.

Security

- To have a full knowledge of the procedures for the opening and locking of all buildings, with intruder alarms being activated or deactivated as required, while checking that all unnecessary lights and equipment has been switched off and windows closed and secured.
- To patrol College premises and property to maximise physical security of all assets and to provide a visible security presence.
- To act as a designated key holder and principal contact for police and emergency services out of normal working hours if and when required.
- To monitor the activities of visitors and contractors' staff to ensure the security of the building and contents.
- To ensure that all fire and intruder alarms are in working order at all times. Report deficiencies to the Estates & Facilities Team Leader and arrange repair, recharge or resetting as appropriate.
- To provide a flexible working approach to allow site security to be provided in accordance with BCG's requirements.
- To complete daily student and staff ID checks at morning, lunch and afternoon breaks (as applicable), and to provide an external presence.
- To help enforce suitable codes of conduct among students according to established guidelines.
- To monitor the College CCTV system in line with GDPR procedures and to respond to any incidents, as required. To report any problems or defects with any of the equipment to the Estates & Facilities Team Leader and to liaise with the Police as required.

Building Maintenance

- Maintain, decorate and action minor repairs to plant, equipment, furniture, fixtures, fittings and the fabric of the building.
- Undertake agreed maintenance tasks and repairs etc. at designated campuses and ancillary sites.
- Monitor plant and equipment to observe correct operation and identify faults and turn off appliances where reasonably practicable when they are not required.
- To regularly inspect the College premises and raise online requests for any defects observed, in order that repairs can be organised.
- Subject to reasonable access, ensure that all gullies, gutters and rainwater pipes are cleared and free running. Keep drains and grease traps clear and free from debris.
- Arrange emergency callouts as required and co-ordinate repairs and maintenance work which require the attendance of external contractors. Monitor and verify that work has been carried out.
- Replace light sources as required using approved access equipment where necessary.
- Operate, check and clean heating, cooling ventilation and other plant equipment and facilities (maintenance to be undertaken where appropriate and contractors used when required).

Grounds Maintenance

- Ensure that all hard areas, grassed areas, drives, surrounds and grounds are kept neat and tidy and free of litter at all times.
- Cut and tend hedges and grass, including re-turfing and re-seeding, in designated areas.
- Control weeds.
- Maintain flower and shrub beds and borders.
- Check trees and shrubs to keep stakes and ties in good order.
- Maintain the surface condition and cleanliness of the artificial sports pitches as appropriate and maintain appropriate maintenance records.
- To ensure safe movements around the campus; to clear entrances, roadways and pathways of any form of obstruction and during adverse weather conditions clear and treat walkways in the event of ice, snow or any other safety hazard.

Statutory Compliance

- To comply with all control measures identified within the departmental risk assessments and in conjunction with the Estates & Facilities Team Leader identify and report any deficiencies and/or amendments that may be required to ensure all risk assessments remain valid and effective.
- To undertake Legionella checks and retain appropriate records.
- To undertake weekly fire alarm testing and retain appropriate records.
- To undertake emergency light testing and retain appropriate records.

- To undertake testing of portable electrical appliances.

Car parking

- To manage and monitor the use of the College car parks, and visitor and accessible spaces to ensure those parking are authorised users. To cordon off areas for external events, as and when required.

Portering & on-line requests

- To provide portering services between all College departments, specifically, to ensure that all parcels received are correctly delivered, and signed for, to the relevant departments.
- To action all on-line requests as instructed by either the Estates & Facilities Co-ordinator/Estates & Facilities Team Leader.
- To complete any office moves as required.
- To empty all recycling & waste bins as required.
- To set up rooms as required for College activities e.g. Open Days, enrolment, exams, presentation evenings etc.

Cleaning

- To clean up, and action repairs to make good following emergency situations, e.g. small fires, flooding or spillages.
- Manage waste disposal systems and arrange the safe disposal of all waste materials, equipment and furniture beyond repair. Ensure the safe and hygienic condition of waste collection points.
- Maintain the cleanliness and upkeep of the premises during College closures and outside contracted cleaning times.
- To remove graffiti from external college areas by using appropriate cleaning methods and materials.
- To ensure sufficient stocks of toilet consumable items.

External Use of College Facilities – if required

- Supervise and monitor the use of the College's facilities by external agencies and hirers in consultation with the Estates & Facilities Team Leader.
- Ensure that all facilities are in a clean and acceptable state prior to lettings and that they are returned to College use in an acceptable state following outside use.

Driving

- To drive College vehicles as required including minibuses for student trips, abiding by the College's insurance and registration requirements for use.

Other duties

- To report any damage or defects found on any site either internally or externally on the online request system.
- To provide cover throughout Northamptonshire, as required by the Estates & Facilities Team Leader/Estates & Facilities Co-ordinator.
- To undertake any other associated duties as appropriate from time to time assigned by the Estates & Facilities Team Leader/Estates & Facilities Co-ordinator.
- To provide cover at weekends as and when required, to meet the needs of the business.

Statutory duties:

- **Safeguarding**
To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with College procedures.
- **Equality and Diversity**
To be responsible for promoting equality and diversity in line with College procedures.
- **Health and Safety**
To be responsible for following health and safety requirements in line with College policy and procedures.
- **Training and development**
To participate proactively in training and development including qualification development required in the job role.

PERSON SPECIFICATION

Job Title: Estates & Facilities Assistant

	Essential	Desirable
Qualifications/ Training	<ul style="list-style-type: none"> • A good standard of education including literacy and numeracy to level 2 • First Aid at work qualification • Valid SIA Licence • Manual handling training • MIDAS training • Safeguarding training • Level 2 qualification in Customer Care (or willingness to achieve this within 12 months). 	<ul style="list-style-type: none"> • Managing Safety qualification
Knowledge/ Experience	<ul style="list-style-type: none"> • Some experience in electrics, plumbing, carpentry, painting and decorating and general DIY type repairs. • Willing to obtain a basic level of health and safety knowledge • Have, or be willing to obtain, competency in portable, transportable electrical appliance testing and inspection • Demonstrable experience in an Estates & Facilities or other similar operational role; with evidence of high performance in previous roles being required. • Knowledge of the service provided and expected of a modern facilities management team. • Experience of working with the public and experience of working with young people. • Experience of dealing with a range of situations involving people of all age-groups. • Experience of working within written procedures and guidelines. • Evidence of high performance in previous roles/jobs • Experience of working effectively with people from diverse backgrounds • Evidence of understanding how to promote equality and diversity within the job role 	<ul style="list-style-type: none"> • Health and Safety awareness • Environmental and sustainability awareness. • Previous work experience in an education environment • Knowledge of heating systems • Time served (appropriate) tradesman with current knowledge of best working practice • Portable/transportable electrical appliance testing qualification
Skills/Abilities	<ul style="list-style-type: none"> • Ability to communicate effectively and 	

	<p>confidently face to face, on the telephone and in writing.</p> <ul style="list-style-type: none"> • Ability to work on own initiative and to support and assist team members. • Ability to make a positive contribution to the team, valuing and respecting others' expertise. • Ability to promote the College's outstanding reputation and carry out College business appropriately and professionally at all times. • Ability to defuse potentially difficult situations in a calm and appropriate manner. • Ability to follow verbal and written instructions. • Effective IT and report writing skills. • Ability to work in line with the College values of: <ul style="list-style-type: none"> – Customer Focus – High Performance – Respect, Openness, Honesty and explain how these relate to the job role 	
<p>Special Requirements</p>	<ul style="list-style-type: none"> • Pro-active approach to work and the resolution of issues. • Reliable and punctual. • Strong and proven work ethic. • Current valid full driving licence. • Access to a vehicle & ability to work at all College sites. • Ability to provide cover at weekends as required. • Ability to be contacted by telephone, occasionally at short notice. • Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns • Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults • Willingness continuously to update skills and knowledge • Flexible approach to work and working times • Willingness to travel to and work at all locations where we provide a service • Awareness of health and safety requirements relevant to the job 	<ul style="list-style-type: none"> • D1/D1 extension preferable.