

Concierge/Building Porter

Job Specification

JOB DESCRIPTION

Employment status:	Permanent, full time
Hours:	Full time hours for this post are 35 per week, Monday to Friday 10:00 a.m. to 6.00 p.m.
Location:	Horizons, 60 Queen's Road, Reading, RG1 4BS
Department:	Principal's Office – Facilities Management
Manager:	Andy Alsop, Building Supervisor
Liases with:	Internal colleagues, external suppliers

Summary of the role

In this important role you will undertake manual tasks to ensure that the working environment at Horizons remains safe, clean, efficient and professional at all times. You will also be responsible for supporting the postal operation and deliveries.

Duties and responsibilities

- Manage the Hub (café area) and kitchenettes, with duties including but not limited to:
 - Manage the two coffee machines in The Hub, including frequent bean and milk replenishment, undertake cleaning cycles and report any faults to the Facilities Administrator.
 - Regularly visit The Hub throughout the working day to ensure that it is clean and tidy, wipe down work surfaces, chairs and sweep floor.
 - Maintain the cleanliness of the zip taps in The Hub and at the tea/coffee points, ensuring that the zip taps are cleaned at least once a day.
 - Proactively load and empty the dishwashers, replenishing cups, glasses and cutlery around the building as required.
 - Notify the Facilities Administrator when stock levels of refreshments including the fresh milk delivery are running low so that stock can be ordered and replenished in a timely manner.
 - Ensure fresh milk is provided in all fridges around the building daily and undertake checks on cleanliness and items stored in fridges – removing anything that is out of date.
- In relation to the Executive Meeting Rooms (The Wells Suite):
 - Proactively manage room layouts for the various meetings in liaison with Receptionist to ensure they are set up correctly, in advance of the meeting taking place and in accordance to H&S.
 - Undertake daily checks and regularly service the rooms to make sure that they are clean, tidy and presentable including checking the air conditioning settings.
 - Take delivery of catering and deliver to the relevant meeting, ensuring that the catering is removed, and the room is tidy and clean afterwards.
 - Prepare in-house refreshments (tea and coffee) for guests and deliver these to the relevant meeting as and when required.

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- Manage the office post room, with duties including but not limited to:
 - Receive, sort and deliver incoming daily post to the relevant recipients.
 - Organise outbound post, ensuring the correct postage is applied.
 - Ensure that the franking machine is refilled and maintained.
 - Organise outbound couriers.
 - Liaise with Royal Mail, DHL and other third parties where required, regarding postal operations.
- Assist the Print and Dispatch Supervisor with activities including but not limited to:
 - Printing and laminating of coursework materials.
 - Provide general printing support and assistance, with activities including changing toners and loading paper.
 - Print examination papers in advance of exam dates and pass these to the Assessment Examinations Team for distribution.
- Tend to any spillages of refreshments throughout the office and clean promptly and appropriately to eliminate any health and safety risks, or damage to the area.
- Proactively check the toilet and shower facilities throughout the day empty bins and replenish consumables accordingly, report any maintenance issues to the Facilities General Assistant.
- Regularly check and maintain the outdoor areas, including the deck, bin store, smoking area, car park and bike shelter, and report any maintenance issues to Facilities Assistant.
- Maintain the Horizons Meeting rooms, Training room, Contemplation room and Quiet Room (library area) and ensure that they are tidy and fit for purpose at all times, with the correct furniture and equipment.
- Notify the Facilities Administrator when stock levels of refreshments and basic cleaning amenities (e.g. washing up liquid, dishwasher tablets etc.) are running low so that stock can be ordered and replenished in a timely manner.
- Liaising with other members of the facilities team, check orders placed and take delivery of consumables, ensuring that the items delivered are stored appropriately.
- Manage the Core Stationery cupboard, notify Reception when stock levels are running low so that stock can be ordered and replenished in a timely manner. Ensure the cupboard is kept tidy with items easy to find.
- In conjunction with Marketing, maintain the notice board in The Hub (café) area, kitchenettes and regularly update A1 posters sites around the building.
- Provide cover within the team as and when required, including covering the reception desk and facilities tasks during periods of sickness and annual leave.
- Undertake any other duties associated with the nature of this role.

Line management responsibilities

None.

Financial accountabilities

None.

PERSON SPECIFICATION

A = Application/CV I = Interview T = Test

Qualifications and training			
Essential	How tested	Desirable	How tested
GCSE Maths and English Language Grade C or above or New Grade 4 or above (or equivalents)	A	Food hygiene certificate	A
		Manual handling training	A

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Previous experience			
Essential	How tested	Desirable	How tested
Office experience with manual handling	A I	Experience in a similar role which involves a combination of manual and basic administration tasks	A I
		Experience within the same or similar sector (education/training)	A
Skills, knowledge and aptitudes			
Essential	How tested	Desirable	How tested
Good verbal communication skills; ability to communicate clearly in writing	A I	Basic knowledge of Health & Safety legislation	A I
Demonstrates a customer service approach	I		
Organisation skills	I		
Ability to work on own initiative	I		
Ability to build relationships both internally and externally	I		
Ability to work both independently and as part of a team	I		
MS Office skills	A I		
Other or special requirements			
Essential	How tested	Desirable	How tested
Commitment to Student Success; at UCEM we all work hard to make sure that our students are successful	I		
VALUES – we expect all new employees to demonstrate our values at work			
We will test these as part of the interview process			
Passion – we care			
<ul style="list-style-type: none"> • We want each and every one of our students to succeed • We do the right thing by our students and customers; that means we do whatever we can to ensure that no student falls behind in their studies, and that no customer is unhappy with the service they receive 			
Integrity – fairness first			
<ul style="list-style-type: none"> • We model integrity in everything we do • We never compromise on honesty or trustworthiness • We adhere closely to laws and compliance standards • We do what we say we will do, and fulfil our promises to staff 			
Excellence – we aim high			
<ul style="list-style-type: none"> • High standards drive everything we do 			

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- We deliver excellence, strive for continuous improvement and respond dynamically to change
- Each one of us is personally responsible and accountable for the quality of whatever we do
- We listen to our students and understand their expectations
- We strive to exceed expectations in quality and delivery

Support – we support and respect each other

- At UCEM each member of staff does everything they can to help other staff and students to achieve their goals
- We respect others and their opinions, we are open to ideas, we trust each other
- We promote a supportive working environment across UCEM that extends to our students
- We value and reward each individual's skills, working towards common goals with shared objectives and through collaborative practice

SAFEGUARDING AND PREVENT

Please note any appointment to this post is conditional upon and subject to an enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS), which will also include a check of the DBS Barred Lists.

If you are appointed to this post you will also be required, as part of your induction training, to undertake training relating to safeguarding and Prevent. This training will be both face-to-face and online. Any prior training in these areas is helpful, however it will not make you exempt from undertaking training with us.

BENEFITS

- Salary circa £19,000 per annum. Full Time Equivalent.
- 24 days paid holiday (rising with service to 27) plus paid bank / public holidays and up to 5 paid closure days; all per holiday year Full Time Equivalent. Holiday buy/sell available.
- Salary exchange pension scheme (auto-enrolment to the People's Pension). You will automatically be opted-in to salary exchange (the term we use for salary sacrifice). You may opt-out.
- Life assurance provision.
- Horizons: There are limited paid parking spaces however you may ask to join the Waiting List. There is no guarantee you will be successful in obtaining a space before or after commencing employment, so you will need to consider alternative travel arrangements.
- Employee Assistance Programme.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Voluntary Healthcare Scheme.
- Charity giving.
- Access to IT and retail discounts.

On the jobs page of our website you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

Preferably by email to recruitment@ucem.ac.uk

Please send the following documents:

- 1) Your up-to-date CV;
- 2) A covering letter outlining your suitability for the role with your salary details; and
- 3) A completed **Recruitment Check Form**, available from the jobs section of our website at www.ucem.ac.uk

Internal applicants are advised to inform their line manager of their application.

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Informal discussion

For an informal discussion about the role please contact Kathy Matthews, Head of Facilities on 0118 467 2077 or email k.matthews@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2243 / 2349 or email recruitment@ucem.ac.uk

NO AGENCIES – WE DO NOT USE AGENCIES NOR CAN WE ACCEPT CV SUBMISSIONS

Closing date

Tuesday 29 October 2019 at 5.00 p.m.

Please note, applications may be reviewed as and when they are received, so you may be invited to interview ahead of the closing date.

Interview date

Dates for interview will be advised to you later in this process.

Please be prepared that there may be a two-stage interview process, held on different dates. As part of any interview process with UCEM, you will meet with a member of the Senior Leadership Team; subject to availability this may be a telephone interview.