

## **JOB DESCRIPTION**

**Job Title:** Facilities Assistant (FM Support)  
**Job Ref:** EST325  
**Campus:** Hendon  
**Grade:** 3  
**Salary:** £21,070 to £23,597 per annum (including Outer London Weighting)  
**Period:** Permanent  
**Reporting to:** Facilities Coordinator (FM Support)  
**Reports to**  
**Job Holder:** N/A

### **Overall Purpose:**

To support the FM Management Team in making sure buildings and campus grounds are fit for purpose and the “Mail and goods in” service is best in class offering excellent customer service. The role holder requires a keen eye for detail and a hands-on operational approach to making sure high Profile areas are meeting the minimum standard alongside recommendations for continuous Improvement coupled with the ability to carry out all post room and delivery services in line with SLA's.

### **Principal Duties:**

- Carry out regular scheduled audits on all campus buildings, grounds and satellite sites making sure all areas are fit for purpose and in good condition and repair. Produce brief default reports to be discussed with external building managers where MDX has lease or local hire arrangements in place.
- Carry out statutory checks for lifts, call alarms and fire extinguishers making sure they are recorded in line with Key Legislation / British Standard. Raise remedial jobs for third party suppliers as required
- Ensure health, safety and welfare is considered when monitoring buildings and that all reasonable steps are taken to deal with or escalate H&S issues as a priority
- Provide on-site knowledge to assist the FM Management Team in compiling a list of teaching and meeting rooms requiring part or full refurbishment
- Take responsibility for the furniture in centrally bookable rooms making sure it is fit for purpose, is consistent in type, clean and meets the minimum room allocation number. Print and install weekly room usage information outside centrally bookable rooms.
- Maintain a continuous round of checking and maintaining of teaching and meeting space throughout the shift rectifying minor faults at the time of visit where possible. This may include re-setting furniture, carrying out minor repairs or organising cleaning etc.
- Raise work tickets using hand held devices or desk top PC on the Unicare system where faults are outside of the role's remit making sure these jobs are checked on completion

- Carry out post room and goods-in duties making sure all mail and parcels are received, recorded and delivered in a timely manner in line with SLAs. This includes using the franking machine, electronic and remote parcel delivery system, sorting mail by hand and advising customers on mail and parcel delivery options.
- Monitor use of the University mailing system to ensure items are sent using the most cost effective service
- Support the University digital mail system, including processing exception mail
- Carryout campus and satellite sites delivery and collection service of mail and goods including using hand held devices for recording acceptance of mail and goods. A company vehicle will be provided for visiting satellite sites.
- Work alongside caretaking staff assisting them in the provision of room set ups and furniture removals as required
- To act as fire warden and first aider after training
- To undertake any other reasonable duties as required by the FM management team or senior managers within EFMS
- To wear University uniform and relevant PPE at all times while on duty

## **Working Conditions**

**Hours:** 35.5 hours per week including some Saturdays, for 52 weeks per annum, Shift working is a requirement of this role. Due to the operational nature of this role the post will not be considered for home working.

**Leave:** 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

**Flexibility:** Please note that given the operational importance of the role a need for flexibility in order to meet the needs of the business is required. In order to meet changing requirements, the duties/location of this post and the role of the post holder may be changed after consultation.

## **PERSON SPECIFICATION**

It is **essential** that the post holder has relevant work experience which includes:

- A good level of spoken and written English to communicate with people at all levels
- Must be able to carry out written instructions and complete electronic and written audit sheets
- Be able to provide evidence of delivering excellent customer service
- Demonstrable experience of working as part of a team with the ability to prioritise own workload
- Proven experience of working in a post-room environment
- Able to take ownership of issues and resolve problems

- Ability to use all electronic mailroom equipment inc franking machine and parcel delivery system
- Knowledge of General workplace H&S
- Good IT skills to include e-mail, Planon
- Must be physically fit and able to move heavy items
- Must have a clean driving license and be willing to drive

It is **desirable** that the post holder has:

- Experience of working in Higher Education
- Worked in a similar role .i.e. caretaking, porter, post room etc
- Experience of using Neotrak or similar parcel delivery systems
- Attended Manual handling training

**No Parking at Hendon campus:** There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

[http://www.mdx.ac.uk/campus/campuses/docs/Hendon\\_campus\\_map.pdf](http://www.mdx.ac.uk/campus/campuses/docs/Hendon_campus_map.pdf)

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

**Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.**

**Closing date for receipt of applications: see job advertisement**

### **What Happens Next ?**

**If you wish to apply for this post please return to the portal and click on Apply Online.**

If you wish to discuss the job in further detail please contact Joe Fulgoni 07776 163153 ;  
j.fulgoni@mdx.ac.uk

If selected for interview, you will hear directly from someone in the Service, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.