

Job Description

General Details	
Job title:	Specialist Response Team Member
School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 2
Date Prepared:	July 2021

Job Purpose
<p><i>The Catalyst building will be the flagship building with Staffordshire University's Stoke on Trent campus. This role will have responsibility for completing both internal and external specialist cleaning throughout the Catalyst building. The role will have an element of portering responsibilities within the building. As a Specialist Response Team member, you will be part of a small and dedicated team, to provide the highest level of customer service in all tasks and activities undertaken within your role.</i></p> <ul style="list-style-type: none"> To provide support in the Campus Life Specialist Response Team, by providing a wide range of activities related to building facilities management within the Catalyst Building To provide excellent levels of customer care Uphold the department values of being `Diligent, Kind and Excellent` at all times, and act as a role model to others

Relationships	
Reporting to:	Team Leader – Special Response Team
Responsible for:	N/A

Main Activities

1. To provide the highest level of customer service and facilities management within the Catalyst building
2. External cleaning tasks and activities, including, but not limited to low-level window cleaning, litter management, management of seating areas, bin store maintenance and the general appearance of the building.
3. Internal cleaning tasks, including (but not limited to); high-level cleaning, specialist cleaning tasks
4. Tasks related to events
5. Portering responsibilities including room layout modifications throughout the Catalyst building
6. Provide a rapid response in relation to cleaning and portering requirements, both within the Catalyst and throughout the university
7. Provide support to other Estates and Commercial Services teams (Grounds Maintenance).
8. Provide assistance to the Building Manager
9. Record any serious maintenance issues identified via Shared services Help Desk so that calls can be allocated to Trades staff or External contractors for resolution
10. Work in compliance with Health and safety regulations and good working practices
11. Assist with emergency evacuation procedures and fire alarm evacuations
12. To role model excellent customer care
13. To undertake any other duties as may reasonably be required by the Cleaning Manager and Head of Campus Facilities Manager

Special Conditions

Every member of our team makes a difference to our customer's experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our values, teamwork, reliable attendance, dedication and the ability to show diligence, care and respect to our customers, visitors and colleagues.

Within the context of the main activities, manual handling and heavy lifting may be required. Uniform and protective clothing will be provided and must be worn whilst on duty only.

This is a permanent full time post working 37 hours over a 5-day week. There will be a

Training will be provided on all specialist cleaning and portering equipment.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.



Staffordshire University Services Ltd

Person Specification

Job Title: Specialist Response Team Member

School/Service: Estates & Commercial Services

The qualifications, experience, knowledge, skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Have a good standard of education	E	A
	Membership to a relevant professional body (BICS)	D	
	IOSH (or similar qualifications)	D	
2	Proven experience within a Facilities Management, cleaning or portering or similar role.	E	A/I
3	Full Clean Driving Licence	D	A
4	Demonstrates the ability to be an effective team player	E	A/I
	Confidence with using computers and other technologies	E	
5	Ability to prioritise and work effectively to tight deadlines, to meet competing Demands, achieve targets, and use resources effectively	E	A/I
7	Strong self-motivation, with a “can do” approach, together with the ability to work effectively either independently or part of a team	E	A/I
8	Ability to solve problems in accordance with procedures and challenge ineffective processes	E	A/I
9	Effective communication skills, experience and the ability to engage with and enthuse people at all levels	E	A/I