

Job Description

Job Title	Campus Operations Assistant - Porter
School/Service/Institute	University of Staffordshire London
Normal Workbase	London
Tenure	Permanent
Grade/Salary	Grade 4 (£23,700 to £26,444) plus London weighting Allowance
FTE/Hours	1 FTE

Job Purpose
<p>Serve as the first point of contact for students during extended hours, ensuring accurate responses, prompt triage, and escalation of enquiries needing specialist help. Responsibilities include general reception and portering duties, such as co-ordinating deliveries and furniture movement. The role records maintenance issues for contractor resolution, manages data in compliance with GDPR, and ensures that all activities meet University health and safety standards. Additionally, it assists with emergency evacuation procedures and fire drills during extended hours. The role also supports the wider London campus team by performing additional duties as needed.</p>

Relationships	
Reporting to:	Campus Facilities Manager (London)
Responsible for:	N/A

Main Activities

- Ensure a first point of contact for all students during the extended hours and help to ensure accuracy of responses and that triage and escalation of enquiries which require specialist help occurs promptly and sensitively.
- To assist in the provision of general reception and portering duties including coordination or receipt and transportation of deliveries, movement of furniture.
- To use other university systems as necessary e.g. student information system, in line with GDPR guidelines and the legal obligations of the University.
- To pro-actively contribute to the delivery of cross-university events and activities.
- To assist in the provision of general reception and portering duties including coordination or receipt and transportation of deliveries, movement of furniture.
- Record any maintenance issues identified via Shared services Help Desk so that calls can be allocated to External contractors for resolution
- Work in compliance with Health and safety regulations and good working practices
- Assist with emergency evacuation procedures and fire alarm evacuations during the extended hours.
- Responsibility for allocated keys, and the operation of building security procedures as directed.
- Attend relevant staff development training courses.
- To role model excellent support provision at the London campus.
- To undertake any other duties as may reasonably be required
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- The role holder is required to minimize environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

Special Conditions

The postholder will be required to travel and represent the University in the UK and Overseas as required

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Application Procedure

We encourage applicants to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognize that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.

Variation to Job Description

The University 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

The postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

