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| Last updated: | JULY 2023 |  | Job evaluated: | 14 January 2019 |

**JOB DESCRIPTION**

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| Post title: | **Building Supervisor** |
| Academic Unit/Service: | Estates and Facilities |
| Career pathway: | CAO | Level: | 2a |
| Posts responsible to: | Building Manager |
| Posts responsible for: | N/A |
| Post base: | Sir James Matthews (see job hazard analysis) |

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| Job purpose |
| Support the Building Manager , in ensuring that the Sir James Matthews is maintained to the agreed quality standards and that all operational functions (e.g. student and staff support, maintenance, cleaning, health and safety, security, resource management, building inductions and staff training) are well coordinated.Provide a customer support service to building users. |

| Key accountabilities/primary responsibilities | % Time |
| --- | --- |
|  | Customer/ Service Support To provide a knowledgeable point of contact for internal and external customers to assist the users of the building gain full benefit from their visit and to ensure users’ safety.To deal with customer queries either directly or, where this is not possible, through liaison with other University personnel as appropriate escalating those that cannot be resolved to the Building Manager.To respond quickly and appropriately to ad hoc requests of building users in respect to provision of facilities (such as providing support materials).To monitor and record details of the queries and concerns raised, and the actions taken/resolution reached.To set up and take down equipment (including AV and IT) as required ensuring that the established procedures are carried out to protect the safety of users and staff including safe receipt and movement of goods and equipment.To provide support and assistance for Conference and Hospitality managed events. | 50% |
|  | Finance/ Resource ManagementTo supervise the provision of support services (i.e. those delivered by Campus Services) within the building ensuring availability of relevant materials/resources.Identify building and equipment damage/failure and arrange for repair/replacement. | 15 % |
|  | Building Cleanliness/TidinessTo maintain the cleanliness of all areas of the building, to include the undertaking of spot cleaning, litter collection and tidying to complement the planned activities of the domestic team and to ensure the building is maintained in a first-class condition.To report any identified building issues as appropriate for resolution. | 15% |
|  | Analysis, Reporting and DocumentationTo report on matters of health and safety, security, room use, quality and performance.To complete maintenance requests through the University’s reporting portal (Planon) and monitor actions taken. |  5 % |
|  | Safety and Risk ManagementTo act as point of contact for health and safety, fire and security within the building.To act as a fire warden for the building and as a first aider.To carry out regular workplace inspections and monitor work methods and activities within the building to ensure they are safe and of good quality. | 10 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. |  5 % |

| Internal and external relationships |
| --- |
| Building users (students, staff, tenants/leaseholders and visitors).Estates and Facilities Managers, Supervisors and Operatives.ISolutions Technicians.Estates ad ISolutions ContractorsHealth, Safety, Risk and Fire Advisors. Curriculum and Time Tabling TeamCatering outlet personnel. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds qualification with some relevant work experience.Excellent customers service skills Able to use computer programmes for data entry, emails, diary management and SharePoint. | Experience of working in a customer-facing role.Holder of a current First Aid qualification. | Application Interview |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events. |  | Application Interview |
| Problem solving and initiative | Able to identify and solve a range of problems by responding to varying circumstances, whilst working within standard procedures. Able to use own judgement as to when to seek advice from a more senior colleague. |  | Application Interview |
| Management and teamwork | Able to monitor quality of services provided by other teams Able to maintain a positive outlook and show flexibility to new ideas and approaches.Able to contribute to team efficiency through sharing information and constructively supporting others. |  | Interview |
| Communicating and influencing | Good interpersonal and communication skills. Able to seek and clarify detailAble to explain procedures and provide assistance where necessaryExcellent customer service skills Able to resolve tensions and difficulties as they arise  |  | Application / Interview |
| Special requirements | Able to work flexible hours within reason.  |  | Interview |

**\*Embedding Collegiality –** [**Our Southampton Behaviours**](https://intranet.soton.ac.uk/sites/strategy/embeddingcollegiality/SitePages/Home.aspx)

Collegiality is a core principle at the University and sits at the heart of everything we do.

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| --- | --- |
| [ ]  Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| [x]  No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally** (<30% of time) | **Frequently**(30-60% of time) | **Constantly**(> 60% of time) |
| Outside work  |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids (when undertaking cleaning tasks) | X |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: (cleaning chemicals) | X |  |  |
| Frequent hand washing | X |  |  |
| Ionising radiation  |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** |
| ## Food handling  |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV)  |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: floor buffing machinery)  | X |  |  |
| **PHYSICAL ABILITIES** |
| Load manual handling | X |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods | X |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | X |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height | X |  |  |
| Repetitive reaching at shoulder height | X |  |  |
| Repetitive reaching above shoulder height | X |  |  |
| **PSYCHOSOCIAL ISSUES** |
| Face to face contact with public |  | X |  |
| Lone working | X |  |  |
| ## Shift work/night work/on call duties  | X |  |  |