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| Last updated: | 28/10/21 | Job Evaluation: |  | JE Reference: |  |

**JOB DESCRIPTION**

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| Post title: | **General Assistant** | | |
| Generic post title and code: | **General Assistant** | | |
| Standard Occupation Code: (UKVI SOC CODE) |  | | |
| School/Department: | Residences | | |
| Faculty/Directorate: | Student Experience Directorate | | |
| Job Family: | CAO | Level: | 1B |
| Career Pathway (\*ERE): |  | | |
| Post title of Line Manager: | Customer Service Advisor (2B) | | |
| Post title(s) responsible for: | None | | |
| Post base: | Non Office-based (see job hazard analysis) | | |

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| Job purpose |
| Be integral in delivery of an efficient Residential Services, ensuring the University’s Health & Safety policy and service level agreements are adhered to; having key accountability for high value stock items and being fully flexible in moving between tasks and halls’ locations. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To carry out all necessary tasks to ensure Residential Services adheres to our H&S responsibilities and regulations, such as:   * Completing scheduled safety inspections across site such as fire warden, fire equipment and building checks and report/remedy failings as appropriate * To carry out weekly legionella flushing to a given schedule. * Respond to fire alarms across site and escalate as appropriate, recording incident information | 25 % |
|  | Undertake regular manual handling duties to fulfil portering requests across and between sites for stock movement, installation of portable electrical equipment, replacement of furniture, distribution/storage of deliveries, disposal of old/redundant stock. | 20 % |
|  | Daily driving of section vehicles ensuring movement logs are kept up to date including fuel & sundry purchasing details. Managing your own routing & planning of tasks based on road conditions, environmental issues, and priorities of work. Ensuring the required section duties are undertaken. Ensure vehicles are kept in a good clean basic well-maintained order inside and out. Always make sure there is enough fuel or charge in the vehicle for your daily tasks or the person using the vehicle after you. Also report any defects the moment they are apparent. | 20 % |
|  | Respond to allocated Planon tasks to necessary standards within specified timeframes to ensure good customer outcomes, using handheld devices to record completion | 10 % |
|  | Completing room condition checks to ensure that rooms are ready for student arrival and remedy failings or escalate as appropriate | 5 % |
|  | To update signage and posters across site | 5 % |
|  | To maintain an orderly and functional environment in storage areas, completing stock checks, minimising wastage and maximising recycling of parts | 5 % |
|  | Assist and deliver initial training of new staff whilst in support of the supervisors. Undertake regular mandatory, required and identified training including, but notexclusively, relating to Health & Safety issues, machinery & equipment, manual handling, and any other core section or supervisor and manager directed requirements, whilst ensuring you are completely conversant and up to date in all these areas of training yourself. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| * Good working relationship and communication with all residents, contractors and staff. * Provide student focussed services to enhance the experience of students and other customers who interact with our service. |

| Special Requirements of the Role |
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| * The post holder is expected to work flexibly to provide services to a range of customers. As a maximum the post holder will be expected to work one weekday evening and 1 weekend day per month as well as specific peak times during the summer, including most weekends in September * Willingness to rotate roles and responsibilities to increase breadth of experience * Full driving licence required * Agree to wear supplied uniform when working to present a professional corporate image. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable |
| **Qualifications, knowledge and experience** | Basic numeracy and literacy | GSCE/O Level English  Experience in similar position  Understand higher education establishments  Understanding of safe working practices including manual handling |
| **Management and teamwork** | Able to work within a team in close environment for long periods  Take charge of a task in the absence of a supervisor or manager  Self-reliance and ability to problem solve  Be aware to colleagues needing help without having to be directed |  |
| **Planning and organising** | Must be able to prioritise workload,  Able to organise plan, and route daily tasks  Able to work independently when required |  |
| **Problem solving and initiative** | Able to deal with practical problems within the workplace  Demonstrates ability to provide a good customer service.  Identifying hazards and taking appropriate action.  Able to tackle routine queries based on standard procedures |  |
| **Communicating and influencing** | Ability to understand both verbal and written requests (e.g H & S statements) and undertake allocated duties effectively  Able to ask relevant questions in order to carry out routine instructions  Able to work within a culturally diverse environment | Experience of working within a customer-facing role dealing with the public. |
| Other skills & behaviours | Basic PC skills (including use of email)  Flexible approach to working hours and duties. |  |
| **Special requirements (of the postholder)** | Full UK Driving licence (maximum 3 penalty points due to University insurance requirements)  Adhere to all other insurance requirements as necessary (Age 23 +) | Experience of driving vehicles of various types and sizes |

**Version Control**

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| Job description author |  | | |
| Evaluated by | Job Evaluation Panel | Date evaluated: |  |
| Career Pathway: |  | Unique Reference Number: |  |
| Amended: | Yes/No | Date amended: |  |
| Amendment author: | Name – Job Title |  |  |
| Re-evaluated: | Yes/No | Date re-evaluated: |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post, with routine hazards?**

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| --- | --- |
| Yes | This is an office-based post with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete/remove the section below. |
| Partly | This is an office-based post with some non-routine hazards (eg: contact with the public and/or shift work). Please complete the analysis below. |
| No | This is a non office-based post and has some hazards. Please complete the analysis below. |

**HIRING MANAGER**

Please complete this section as accurately as possible to ensure the safety of the post-holder.

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

## - 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.