

Summary

Job title	Facilities Support Assistant
Division	University Administration and Services
Department	Estates Services, Facilities Management
Location	St Cross and Manor Road buildings
Grade and salary	Grade 3: £23,706- £25,138 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Facilities Manager
Vacancy reference	174517
Additional information	Workplace may be any OU building as per operational requirement Out of hours working may be required

The role

The Facilities Support Assistant (FSA) will report to, and under the direct supervision of the Facilities & Services Manager or Facilities Supervisor, within any of the sites managed by the University Facilities Team, to ensure common core services are managed in an effective and efficient manner and to carry out such duties as detailed by the Facilities & Services Manager or Supervisor in order to achieve this aim. The post requires a person of smart appearance with an ability to communicate to members of the public, students and academic staff with courtesy and politeness. The post holder must be honest, helpful and able to act and work with common sense. There is an amount of manual handling, however, training will be provided.

The basic week is 36.5 hours, with the following working hours, 14:15 – 22:15 (term time only) and 11:15 – 19:15 (outside of term time). A holiday entitlement of 38 days, inclusive of all public holidays. Actual hours and timings are as determined by the Facilities & Services Manager depending on the current operational requirement.

The site is manned from 0700 am to 2200 pm and the hours for this post will be within these times according to operational requirements.

Post holders will be expected to swap working patterns and cover in times of absence, to meet the operational need. There is a need for additional 'overtime' hours, often out of hours.

The post holder will be willing to carry out necessary training for this role which may include first aid, manual handling and other safety related training, Training on the basic use of AV equipment, and Estates systems including Planon and the BMS.



The post holder will be expected to wear a Uniform which will be provided.

Full conditions of service are outlined in the Handbook for University Support staff, which is given to employees with their contract of employment. The University operates a no smoking policy in all University buildings.

Responsibilities

- Provide a high level of customer service at all times.
- Carry out general building related tasks within the boundaries of the managed sites and within personal competency as directed.
- To support with setting up meeting rooms, lecturing and also Events as required. Personal interaction with customers, both internally and externally.
- Carry out general security-related duties as detailed by the Facilities & Services Manager, this may include reception duties, checking of identities, and opening and locking up procedures and the use of personal radios.
- To undertake building checks and record findings and referring on to others as required.
- Receive, document and dispatch goods and services including post.
- Supervise and assist in general cleaning duties as required in the buildings, including toilets and kitchens as directed. This could include use of industrial polishers and floor scrubbers.
- Monitor and maintain a high standard of safety as required by the HASAW etc. Act 1974 and be conversant with current COSHH and Manual Handling Regulations.
- Assist in the cleaning and maintenance of the building car park, cycle store and surrounding outside areas.
- Assist the Supervisor in preparing, cleaning and the maintenance of the building lecture facilities. This will include manual handling, particularly the moving of furniture and audio-visual aids and require some knowledge of IT equipment.
- Assist the Building Supervisor in maintaining a high standard of service to the building users as required. Proactively identifying areas for improved presentation or requiring some form of maintenance.
- This includes the wearing of the uniform provided, being courteous and polite to everyone and adhering to the University code of conduct.
- Agree to attend University training courses as necessary.
- Be prepared to provide holiday/sickness cover when required. This may include a change in work timings, hours and work location.
- Carry out training and such other comparable duties as may be directed. This will include but not limited to, AV, first aid, manual handling, CCTV operator and security clearance checks.
- Have a working understanding, or the willingness to learn basic controls on the building systems – i.e. BMS, Planon etc.

- Liaise with University Suppliers and service providers as appropriate.
- Other reasonable duties to enable FM to deliver its service levels.

Selection criteria

Essential selection criteria

- Excellent customer service skills
- Acceptable IT skills, preferably E Mail and Internet search
- Aptitude to learn the bespoke building-related IT systems
- Be well presented and be able to deal effectively, efficiently and calmly with a wide range of visitors and staff.
- Good time keeping

Desirable selection criteria

- DIY skill.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling
- Power tools
- The use of ladders
- Working with COSHH items which may have any of the following pictograms on their MSDS



About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Facilities Management at the University of Oxford

Standing regulations in the form of 'The Estates Regulations' are issued by the Building and Estates Sub Committee (BESC) under the authority of Council, which apply to all University buildings within the functional estate. The Estates regulations divide the responsibilities for maintaining University buildings between BESC (delivered by the Estates Services) and the occupying department. This is embedded as common practice within the University. OUES deliver, in general 'Hard FM' services and are responsible for Mechanical, Electrical and structural disciplines. 'Soft' services', day to day maintenance, Health and Safety and management of departmental specific equipment are a departmental responsibility. The departmental responsibilities are the services OUES FM provide and are the remit for this post.

OUES Facilities Management – Background

The Estates Services has a growing responsibility for Facilities Management (FM) throughout the University's estate. Historically, FM has been largely organised locally, by occupying departments. The benefits of a professional approach to FM are now more widely recognised, however significant opportunities still remain. The Estates Services currently have responsibility for the provision of the FM function for approx. 20% (120,000 sqm) of the current functional estate. This has increased year on year as departments recognise the benefits of a professional FM service and of their existing FM managers becoming part of a broader FM team. The centrally managed FM function has been restructured to allow this service to continue to grow and to maximise opportunities for efficiencies and sharing of resource.

For more information please visit www.admin.ox.ac.uk/estates/facilitiesmanagement

Estates Services

Estates Services is responsible for the management and strategic development of the University's functional and commercial estate, comprising 440 buildings, and associated infrastructure. The University's functional buildings include specialist research buildings, teaching laboratories and lecture halls, sports facilities, libraries and museums, administrative and ceremonial buildings. Commercial properties include graduate accommodation, office space, warehouses and agricultural land and property.

The day-to-day responsibilities of Estates Services include managing the capital building programme, aimed at delivering world class new buildings; repairs and maintenance, including upkeep of some of the finest buildings in the city; facilities management for a number of University buildings; the provision of central services such as mail room services; maintaining a safe and secure physical environment; the allocation of space for departmental use;

property acquisitions, disposals and leases; accommodation for graduate students at eight sites, as well as housing for key staff; conserving Wytham Woods and University Parks, and managing gardens and landscapes across the estate; carbon reduction strategies across the University and helping staff and students to make sustainable workplace and travel choices.

For more information please visit: <http://www.admin.ox.ac.uk/estates>

University Administration and Services

University Administration and Services (UAS) is the collective term for the central administrative departments of the University. UAS comprises structures to:

Support the University's core academic purposes of teaching, learning and research;

Ensure the University can meet the requirements of government, funding bodies and other external agencies; and

Facilitate the attainment of the objectives set out in the University's Strategic Plan.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly uashr@admin.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>