

Role Profile

Role Title	Premises Officer
Reporting To	Premises and Security Manager – Hull
Grade	Grade 2
Department	Estates
Version Date	April 2018

Role Summary:

The Premises Officer will support the Premises Management Team with a range of tasks associated with basic maintenance, cleaning, security and courier services. Staff will undertake assigned tasks and discharge their responsibilities effectively and efficiently.

Key Responsibilities

- Locks and unlocks buildings/ areas of the site following the relevant security procedure, act as a key holder for college premises and ensure buildings are available for access at required times.
- Provides portering duties including moving equipment, furniture and other items/objects as required, courier services e.g. distribution and returns of parcels and goods.
- Supports the Premises team by undertaking minor maintenance, repairs and installation of fixtures and fittings.
- Assists with the delivery of site security, health and safety (e.g. emergency and out of hours response, supporting evacuation events, first aid duties, snow and ice clearing).
- Is pro-active in identifying and reporting defects, faults, health and safety, and security matters through routine and planned inspections of areas, reporting defects to the Premises Management Team.
- Oversee in conjunction with the Premises Cleaning Supervisor, a team of Premises cleaners/ contract cleaners ensuring that cleaning standards are maintained and the identified performance criteria is achieved.
- Undertakes cleaning (reactive and planned) in line with the cleaning schedule, ensuring the fabric of the Estate is cleaned to include coverings, fixtures, furniture, grounds, and sanitary facilities.
- Ensures equipment and consumables are safely used, correctly stored and that cleaning equipment routine maintenance is undertaken.
- Ensures that all cleaning waste/rubbish is disposed of in line with college procedures.
- Makes use of IT systems to assist with supervision and service delivery.
- Ensure safe evacuation of college premises and activation of the fire alarm, providing assistance in any way possible to the duty manager.
- Testing of fire alarms and ensuring all fire and safety systems are functional including signage, report any faults to the premises helpdesk.

Generic Responsibilities

- Represent and promote the College brand values internally and externally.
- Ensure that the College's internal customers receive an excellent customer service experience in all dealings with the service.
- Deliver your day to day duties consistently with the service level agreement.
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy implementation.
- Act as a champion for change and improvement and constantly enhancing quality.
- Contribute to the annual quality review of the service and the programme of continuous improvement.
- Actively promote and act, at all times, in accordance with College policies, e.g. Health and Safety, Equal Opportunities, Safeguarding and Data Protection.
- Actively promote and adhere to agreed College values.
- Promote innovation.
- Contribute to delivering the College's internal communications strategy, playing a supporting role in ensuring that communications are high quality and that individuals in our workforce are respected.
- Participate in the College Annual Staff Performance and Development Review (ASPDR) as a reviewee.
- Engage in CPD ensuring that your individual's skills and knowledge are up to date for the role.
- Proactively keep up to date with the College's policy framework.
- Undertake other duties commensurate with the job level.

Person Specification – Premises Officer

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Level 1 Literacy and Numeracy	x		AF/IV/Cert
First Aid Certificate or be prepared to undertake training to qualify as first aider.	x		AF/IV/Cert
Basic IT skills		x	AF/IV/Cert
Working at height qualification		x	AF/IV/Cert
Manual Handling Certificate		x	AF/IV/Cert
Hold a Health & Safety qualification		x	AF/IV/Cert
Hold a current driving licence	x		AF/IV/Cert
Have D1 class on driving licence		x	AF/IV/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Experience of working in a customer centered environment	x		AF/IV
Experience of working in a caretaking / building facilities / portering role		x	AF/IV
Good communication skills - oral and written	x		AF/IV
Ability to prioritise workload and organize work schedule	x		AF/IV
Be able to undertake minor repairs (handyperson skills)	x		AF/IV
SKILLS AND ABILITIES			
Able to communicate and work professionally with internal and external customers of the College	x		AF/IV
Be confident and assertive	x		AF/IV
Ability to work effectively as an individual or as part of a team	x		AF/IV
Ability to work flexible hours and patterns	x		AF/IV
Prepared to retrain if necessary	x		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

AT = Skill assessed via test/work-related task

IV = Skill assessed via interview

Cert = Certificate checked at interview