

Role:	Facilities Support Worker
Function:	Sarum College
Department:	Facilities
Reports To:	Director of Facilities & Hospitality
Key Contacts:	Deputy Manager of Facilities & Hospitality, Chefs, Hospitality Co-ordinators, Housekeepers, Contractors, Service Users and Staff

Role Purpose:

To contribute to the provision of high-quality service for all customers, students and guests of Sarum College as part of the Facilities and Hospitality Team. To continually meet or exceed customer expectations and comply with all relevant regulatory legislation in relation to the Facilities and Hospitality Function. To support all areas of the Hospitality Team as required including Housekeeping, Catering and Front of House.

Core Responsibilities and Key Accountabilities:

- Work at all times under the guidance and leadership of the Director of Facilities and Hospitality, or their Deputy, to ensure that the provision of all services is of the highest standards possible.
- Conduct yourself professionally at all times.
- Ensure you comply with all systems and procedures required within your area of work, such as COSHH, PAT testing, testing in relation to the fire protection system, or the Health & Safety at Work Act, and if unsure communicate this to your Line Manager.
- Conduct weekly fire alarm testing.
- Carry out routine building maintenance tasks as directed by the Director of Facilities and Hospitality. and pro-actively reporting to the and through proactive reporting to the director.
- Set [up meeting rooms on a daily basis with equipment and seating as directed by the Hospitality Coordinators.
- Ensuring the grounds are kept presentable and litter free.
- Waste management
- To work constructively with external contractors and other people including volunteers working on the property and grounds.
- Take part in weekly meetings with your line manager to discuss ongoing and new works.
- Undertake any training required to ensure you are up to date with the required regulations regarding your areas of work.
- Responsible for any other fair and reasonable task set for the needs of the business.
- Contributing to refurbishment of the building
- Occasional emergency cover for night shift (sleep in).

Health & Safety:

- Responsible for ensuring that they are working in compliance with all Legislative requirements under the Health and Safety at Work Act 1974.
- Reporting any concerns/issues regarding Health & Safety.

Key Performance Indicators:

- Service users satisfaction results.
- Satisfactory compliance with all legislative requirements.
- Satisfactory feedback of performance from appraisals.

Confidentiality:

In the course of their duties, employees may have access to confidential material regarding service users or members of staff. Information relating to identifiable service users or staff must not be divulged unless authorised to do so. Failure to observe this rule will be regarded as a disciplinary issue.

Salary: £23,660

Hours of Work: Your hours of work will generally be Monday to Friday 8:30 to 16:30 with the occasional weekend day when the College requires it. Staff members are entitled to a free College lunch on the days they are working and when the Refectory is in service.

Personal commitments will be considered in rota planning where possible, but the schedule will be set according to business needs.

Annual Leave: Entitlement is 27 days per year plus statutory holidays, which includes the days when the College is closed over the Christmas period.

Pension: Sarum College operates a non-contributory defined pension scheme to which Sarum College currently contributes 8.5% of salary.