



## Job Description

<b>Job Title:</b>	Facilities Operative		
<b>Department:</b>	Estates & Facilities	<b>Location:</b>	Fort William
<b>Grade:</b>	<b>NSUP9-12</b>		
<b>Report To:</b>	Facilities Team Leader		

### Job Purpose:

To provide efficient and effective facility and maintenance support to the College including ensuring the security and general appearance of the buildings and surrounding areas are maintained in accordance with the required standards and that building systems operate at optimum efficiency  
The post holder will be expected to observe safe working practices in carrying out the required duties

### Context

This post is part of the colleges Estates and Facilities team.

The post holder plays an important role in the smooth day-to-day running of the College Learning Centres.

The post holder is required to have regular interface with members of the public, a wide cross section of College staff and external contractors.

### Key Accountabilities

- Overseeing and implementing of cyclical and routine maintenance of facilities at UHI North, West and Hebrides;
- Ensuring the provision of safe working environment for staff, students and visitors of UHI North, West and Hebrides;

### Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

### Facilities and Grounds Maintenance

1. Participate and contribute to the development of the College planned maintenance policy;
2. Ensure supplies of consumables and small D.I.Y sundries are always in stock;
3. Liaise with Contractors as and when required, e.g. grounds maintenance, window cleaning, installation servicing, reactive maintenance etc.
4. To undertake monitoring and maintenance checks (for which training will be given) and maintain records for:-
  - Daily checks on the heating system – reset, setting of timers and empty ash waste.
  - Weekly and monthly checks on fire doors, flushing and emergency lighting.
  - Cleaning and maintenance of the College vehicle fleet.
5. To ensure the efficient and effective operation of the boiler systems as part of essential heating and hot water service requirements;
6. Ensure fuel (ie gas, oil and biomass) is in supply at all times;
7. Maintain appropriate internal and external College signage;
8. Maintain external areas ensuring the waste management area and common spaces are clean, in good order and in winter paths and entrances are clear of snow and ice;
9. Carry out basic reactive plumbing, carpentry, painting and maintenance repairs as identified in the Facilities Unidesk Reporting System;
10. To carry out specific cleaning duties as required.

## **Security**

- To undertake daily security duties – opening/closing the College, security checks, setting alarms.
- Monitor and maintain the intruder alarm user log, carry out key audits and maintaining control over who has access to the building;
- Provide emergency out of hours cover as part of a shared call out response.

## **Learning Centre Support**

- To support Customer Services in the setting up of equipment and furniture in seminar rooms. Lifting and moving heavy equipment.
- Supporting College events in evenings or at weekends with prior agreement.

## **Admin**

- Maintaining accurate records, completing logbooks, updating the repairs job ticketing system and requisitioning materials;

## **Health & safety issues**

- Be pro-active to any potential site risks & hazards on a daily basis;
- To ensure all health and safety and emergency procedures are in place;
- Participate as part of the first aid response team for the premises;
- Participate as part of the fire warden team for the premises;
- Ensure clear and safe pedestrian access to the College particularly in adverse weather conditions.

## **Terms and Conditions**

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

## **General**

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

## **Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others**

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

## **Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.**

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

## **Performance – Managing performance of teams across the college and creating development opportunities**

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale

- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• First Aid certificate</li> <li>• Fire Warden experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Carrying out routine building maintenance activities</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of mechanical and electrical testing requirements</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Appropriate IT skills</li> <li>• Good customer service skills</li> <li>• Good organisational skills</li> <li>• Ability to communicate effectively at all levels, including liaison with internal and external clients</li> </ul>	<ul style="list-style-type: none"> <li>• Technical or trade qualifications relevant to repair and maintenance duties</li> </ul>
<b>Personal Qualities*</b>	<ul style="list-style-type: none"> <li>• Physical fitness to meet the demands of the post</li> <li>• Flexible approach to work</li> <li>• Positive attitude to work</li> <li>• Self-motivation</li> <li>• Ability to work as part of a team</li> <li>• Ability to act as ambassador for the College in high level external contexts</li> <li>• Also: see personal attributes framework</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to undertake professional development in a relevant discipline</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Commitment and ability to undertake and/or continue professional development in a relevant discipline</li> <li>• Clean driving licence</li> <li>• Be willing to work flexible hours when necessary to meet requirements of the post</li> <li>• Be willing to regularly travel on College business, between centres, UHI and within Scotland</li> <li>• Satisfy appropriate Disclosure Scotland checks</li> </ul>	

\*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

## **KEY TERMS AND CONDITIONS OF EMPLOYMENT**

Hours of Work	This post is for 45 hours per week, split between 2 part-time positions, but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point 9-12, (£25,875 to £27,431 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Fort William Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

*UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.*

