

**BISHOP GROSSETESTE UNIVERSITY
JOB DESCRIPTION**

Job Title:	Building Attendant - Nights
Department:	Campus Operations – Corporate Services
Grade:	3 (plus shift allowance, per annum)
Reporting to:	Senior Building Attendant

Purpose of the Role

To provide support for the out of hours running of the University buildings including health and safety and proactively control and maintain student conduct in or around student accommodation.

Providing front-line customer service, but on occasions will require adopting an assertive approach whilst acting in a professional and courteous manner.

Main Responsibilities

The main duties of this post are as follows:

1. Whilst there is a call out provision, the Building Attendant will work independently on a night shift and will be expected to react to specific routine circumstances with no direct access to Line Manager. Following due process, act as a triage and liaison point for onward referral for complex circumstances.
2. Provide a customer focused service, approach, and attitude in all circumstance, including situations where confrontation occurs, to include:
 - Communicating with students, staff and visitors
 - Dealing with issues in student accommodation or guest accommodation
 - Follow process to book students into emergency accommodation, as required
 - Triage incidents for the welfare, security and safety of all resident students (during summer months this includes visiting residential guests).
 - Be a first point of contact for students arriving to the University out of hours and issue keys
3. To setup and maintain rooms to default layout, moving furniture and ensuring equipment is in place as required for teaching and conferences. Assist in the monitoring of teaching rooms to ensure users are abiding by the terms of booking including checking bookings and opening and closing rooms/partitions.
4. Undertake any minor building maintenance duties across the site such as fitting fixtures, cleaning/tidying internal or external areas, emptying litter bins, window cleaning (subject to appropriate training and access equipment), managing the waste segregation and recycling areas, snow clearing/gritting and litter picking.

5. Support the safe compliance testing of emergency lighting, fire alarms, fire extinguishers and fire doors, and water flushing across the university estate, including the recording, and registering of results.
6. Ensure the smooth flow of vehicular traffic and assist in the effective enforcement of the University's Car Parking Policy. Regularly visit University car parks and other areas to ensure that vehicles are correctly parked and are displaying valid permits. Providing advice and guidance to staff, students and visitors to the campus in relation to designated parking areas and parking regulations.
7. Lock and unlock buildings as required to maintain a secure and safe environment for all users. Keep all keys securely; issue/receive them to/from staff, students, and contractors, adhering to key policies and procedures. To check student and staff ID cards to prevent unauthorised persons entering buildings.
8. Complete routine patrols to ensure the maintenance of good order in buildings and to monitor behaviour on site. This includes internal and external patrols.
9. Responding to incidents and emergencies on campus with empathy and professionalism, prioritising the wellbeing of students and staff, with strong emphasis of clear and helpful communication
10. Provide First Aid, Fire Warden, welfare and pastoral support to our diverse community, signposting to relevant support teams as necessary. To conduct necessary control and administration procedures, and complete report.
11. To execute any other duties that are consistent with the grade of the post at the request of the Senior Building Attendant, including cover for other areas when required.

Working Arrangements

- The working arrangements consist of four 12-hour night shifts (18:00 to 06:00), followed by four rest days (4 nights on, 4 nights off).
- The shift pattern gives an average working week of 42 hours:
 - 365 days divided by 8 days = 45.625 shifts of 48 hours = 2,190 hours per year.
 - 2,190 hours divided by 52 weeks = average 42 hours per week
- To ensure continuity of out of hours services, Building Attendants will not be able to take annual leave at the same time.

General University Responsibilities

- Attend appropriate training and development required for the post to enhance working skills to improve service delivery. Participate in staff development sessions and contribute to the annual performance review process.
- Comply with the University's Health and Safety Policy, legislation, and practices.
- Maintain professional standards in relationships, including non-discriminatory practices.
- The post-holder must operate within the guidelines, procedures, and regulations of the University.
- The post-holder must operate within the University Financial Regulations, Diversity, and Equality Policy and other relevant University policies.

PERSON SPECIFICATION

Building Attendant – Security

	Essential	Desirable
Qualifications/Education and special training	<p>Good level of literacy and communication skills.</p> <p>Most hold a full current driving licence.</p>	<p>SIA Licence</p> <p>First Aid at Work.</p> <p>Manual handling training.</p> <p>COSHH Training.</p>
Knowledge & Experience	<p>Minimum of one year's experience in security.</p> <p>Experience of working in a customer focused environment.</p> <p>Knowledge of basic level health and safety.</p> <p>Experience of working with the public and young people.</p> <p>Basic knowledge of Microsoft Office.</p>	
Skills/Abilities	<p>Ability, tact, and diplomacy to deal with people, including staff, students, and visitors in all circumstances, including emergencies and times of stress.</p> <p>Ability to work on own initiative and to support and assist team members.</p> <p>Ability to defuse potentially difficult situations in a calm and appropriate manner.</p> <p>Ability to follow verbal and written communication quickly and effectively.</p> <p>Responsible attitude towards health and safety.</p>	