

Group Member:		Luminate Group Services	
Job Title:		Facilities Assistant	
Reports to:		Facilities Supervisor	
Job Grade	RLW	Department	Estates and Capital Projects

SPECIFIC ROLE RESPONSIBILITIES:

1. Work as part of a team to provide Estates support services to create a safe, clean and welcoming site for students, staff and visitors.
2. Engage with students to ensure they feel welcome and safe on sites and understand the standards of behaviour expected, intervening restoratively where necessary and ensuring students (as well as staff) are wearing their ID cards. Submit incident reports where required.
3. Undertake security duties including general guarding, patrolling, access control, CCTV system monitoring as required (in line with policy and legislation only designated named staff will be expected to view CCTV and training will be given) to support the provision of a safe and secure environment and provide effective security of College buildings, contents and grounds.
4. Liaise with and support on-site contractors and visitors to site ensuring compliance with the College rules and policies submitting incident reports as required.
5. 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, grass cutting, snow clearing/gritting and litter picking or landscaping activities (e.g. planting, weeding, fencing, paving) after appropriate training.
6. Move furniture, equipment and, where appropriate, musical instruments for classes, events, exams, meetings and site moves to ensure that rooms are set up according to agreed set-up plans.
7. Assist in the monitoring of teaching rooms to ensure users are abiding by terms and details of bookings including checking bookings and opening and closing rooms have been booked.
8. Accept, sort and distribute internal and external mail and other deliveries.
9. Open and close buildings as required and ensure the intruder alarms are set and buildings secured.
10. Ensure car park arrangements are operational on site and that users adhere to conditions of use.
11. Provide support across the site assisting with fire activations and emergency procedures, testing of fire alarms, checking the Building Management System and plant and equipment.
12. Complete regular inspections and update records to ensure the maintenance of statutory obligations and a safe and welcoming working environment for staff, students and visitors.
13. Ensure requests from the service desk are responded to in a timely manner and customers are kept informed about the progress of their requests.

14. Assist the Facilities Supervisor and Facilities Manager in the provision of an effective, efficient and responsive 24-hour emergency response service.
15. Be a nominated First Aider and respond as required (appropriate training will be provided).
16. Summon and deal effectively with emergency services and assist in site evacuation procedures including for those with Personal Evacuation Plans (PEEPS).
17. Where applicable, issue, receive, log into/out of stock, check and store appropriately any loan equipment or musical instruments or other loan items in line with established systems and procedures.
18. Take part in staff development activities and attend training courses as required.
19. Ability to participate in evening/weekend work as required.

DEPARTMENTAL RESPONSIBILITIES:

1. Providing sickness and absence/ holiday cover across Luminate Education Group sites.
2. Deliver an exemplar, customer-focused Facilities service
3. Work collaboratively and consultatively with Safety, Health and the Environment and the Capital
4. Projects team to ensure the service proactively supports managers and employees
5. Contribute towards service cross-functional projects and work streams
6. Improve and maintain internal relationships with other Group Shared Services functions such as MIS, Finance, IT, HR, Capital Projects & Student Recruitment and Marketing
7. Contribute to internal and external networks
8. Contribute to the Wellbeing Strategy
9. Any other duties that are specific to the department.
10. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Passion

Encouraging all to have aspiration and passion in everything they do.

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

Job Title:	Facilities Assistant
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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. GCSEs including English and maths (or equivalent)	A
E	Q2. Health and Safety Training	A
E	Q3. Qualified First Aider	A
E	Q4. Driving licence	A
D	Q5. Previous experience in general maintenance	A
D	Q6. SIA Licence or willingness to undertake appropriate security training	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of providing general facilities services in an effective, efficient and compliant manner.	A / I

E	EK2. Experience of speaking to students and young people in a supportive, restorative and engaging manner.	A / I
E	EK3. Customer focused, with a proven track record of understanding and responding to customer demand, in a proactive manner	A / I
E	EK4. Experience of undertaking general unskilled maintenance such as general plumbing, joinery and redecoration works	A / I
E	EK5. A good understanding of health and safety in the workplace and safe working practices	A / I
D	EK6. Working knowledge of standard office software, e.g. Word, Excel	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Professional and Technical Knowledge Has good relevant professional/technical knowledge and related knowledge and skills.	A / I / P
E	SC2. Interpersonal and Communication skills Relates well to others, can work independently or as part of a team, good verbal and written communication skills	I
E	SC3. Self-management and learning Self-motivated with the energy and stamina to complete jobs in full	A / I
E	SC4. Achievement and Action Focuses on making progress, and achieving results. Keen to get going and keep going.	I / P
E	SC5. Enduring Resilience Has a positive 'can do' attitude.	I
D	SC6. Knowledge and understanding or previous experience of working with musical instruments, their use, care and maintenance	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I