



Job Description

Job Title: Facilities Support Team (Weekend, Day Shifts)

Direct supervisor: Assistant Director of Facilities

Department: Housing Operations

Department: Facilities Department

1. Basic purpose, and primary objectives

- To ensure professional services are provided and maintained.
- Manage the 24hr emergency telephone provision
- To ensure the emergency procedures are followed and maintained.
- Ensure the health, safety and security of the students, staff and building at all times.
- Check and assist with room bookings at Metrogate House

2. The team-working duties and responsibilities include:

- Manage the Facilities Support Desk.
- Coordinate emergency subcontractor's work as required.
- Update Team/s as required.
- Participate, assist with working groups and/ or encourage activities and new initiatives where possible.
- Attend/ participate in FIE events where possible.

3. The operational, administrative and maintenance duties and responsibilities on a routine, day to day basis include:

- Follow up on queries and complaints in a timely manner and ensure that updates are sent to relevant staff.
- Assist with the collection of keys and Hi-vis vests, email notifications of key collections/ returns and maintenance work updates.
- Ensure matters relating to health and safety that are hazardous or unsafe are removed and reported accordingly.
- Be fully aware of policies and procedures relating to emergencies implement and follow up on these as and when required.
- Update all deliveries, collections and loans on mailing system where required.
- Assist with student ID cards as required.
- Manage and update key collections, changes and send updates where required.
- Ensure that student, staff, faculty information is displayed and accurate where required.
- Manage/ coach agency staff for weekend work as required.
- Manage and Issue Emergency Student Loans.



4. The client service and support duties and responsibilities include:

- To respond to student, visiting faculty, parent/ family “housing and maintenance” verbal queries.

5. The main skills and qualifications required for this job are:

- Time management skills.
- Health and safety Knowledge.
- Good level in Microsoft Office.
- Ability to communicate effectively, both orally and in writing
- Strong interpersonal skills.
- Team player.