



Job Description

Job Title: Facilities Support Team (Night Shift)

Direct supervisor: Assistant Director of Facilities

Department: Housing & Facilities

Supervisees: N/A

1. What is the basic purpose, and primary objectives of this position?

- To ensure professional services are provided and maintained.
- Manage the 24hr emergency telephone provision and ensure the emergency procedures are maintained.
- Ensure the health, safety and security of the students, staff and building at all times.
- Ensure Metrogate House is ready for arrivals.
- Ensure the completion of day-to-day, and planned, maintenance at Metrogate House where required.

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 developmental and research duties and responsibilities include:

- Research fit for purpose products and training as required.

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

- Follow up on 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 and return.
- Ensure log books are accurate and up-to-date.
- Ensure matters relating to health and safety that are hazardous or unsafe are removed and reported accordingly.
- Be fully aware of FIE policies and procedures relating to emergencies implement and follow up on these as and when required.
- Maintain good working relationships with all staff.
- Ensure the Polymail Mailing and Printing systems are in good working order.



- Ensure ISIC cards are processed in a timely manner
- Manage keys as required and update relevant colleagues.
- Ensure that student, staff, faculty information is displayed and accurate where required.
- Manage and Issue Emergency Student Loans.

5. The *client service and support* duties and responsibilities include:

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

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

- Leadership and 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.