
University of Sunderland

Role Profile

Part 1

lifechanging



**University of
Sunderland**

General Support Assistant

Job Title:	General Support Assistant
Reference No:	
Reports to:	Facilities Support Team Leader
Grade:	A
Working Hours:	Various
Faculty/Service:	Estates and Facilities
Location:	Sunderland Campus
Main Purpose of Role:	<p>To support the effective delivery of a high quality modern and flexible Facilities Support front line service by undertaking a number of duties, including:</p> <ul style="list-style-type: none">• Cleaning• Caretaking/Building Porterage• Move Management• Environmental Services• Campus Security
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• Cleaning duties (internal and external) as required within work schedules• Portering• Transportation and delivery of goods, materials and equipment• To operate appropriate service related machinery and equipment and drive University vehicles• Responsible for the collection and removal of refuse/recycling• Replenish consumables such as toilet rolls, hand soap and towels as required• Completion of customer requests via manual and electronic systems and processes• Room set ups• To report faults in equipment and the premises• Low level statutory health & safety checks
Special Circumstances:	<p>Facilities Support Services are provided 24 hours per day/365 days per year. This post is expected to work flexibly over 7 days to meet service requirements and to respond out of hours to incidents as required.</p>

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Role Profile

Part 2

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Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Good standard of general education or relevant experience in a similar role

Knowledge and Experience:

- Knowledge and experience in the delivery of a Facilities/building support service including cleaning and move management
- Effective oral communication skills
- Demonstrable proactive approach to customer service delivery
- Demonstrable ability to be flexible in approach to work duties
- Full driving license

Desirable

- Manual Handling Certificate
- Basic Health & Safety Certificate
- BICS Qualification

Knowledge and Experience:

- Demonstrable use of service provision related equipment
- Knowledge and an understanding of COSHH
- Customer Care training
- Basic computer/IT skills

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

SENSORY AND PHYSICAL DEMANDS

The role holder is required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

WORK ENVIRONMENT

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed; be aware of health and safety procedures and reports concerns to others and it is an important requirement to understand how the work environment could impact on their own work or that of colleagues and act accordingly; identify the level of risk and take any necessary local action within health and safety guidelines where applicable, to adapt the environment.

SERVICE DELIVERY

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures.

COMMUNICATION

Oral communication

The role holder is required to, understand and convey straightforward information in a clear and accurate manner.

Written or electronic communication and visual media

Occasionally is required to, understand and convey straightforward information in a clear and accurate manner.

TEAM DEVELOPMENT

The role holder is required to advise or guide others working in the same team on standard information or procedures.

PASTORAL CARE AND WELFARE

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

Date Completed:

February 2020