

Estates and Facilities Resource Officer

Job Reference:	<from Agresso>
Department:	Estates & Facilities
Grade/ Salary:	Grade 3, £24,697.08 - £27215.17
Contract Type:	Permanent/
Hours:	35 hours per week Monday to Friday (work a rota within a span of hours, usually 08:00 to 17:00)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



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Together
we are different

Estates & Facilities Management

Estates & Facilities Management (E&FM) is a specialist directorate within the University with an overall staff of approximately 200. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy and strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- infrastructure
- space utilisation and timetabling
- energy and carbon management
- environmental management
- facilities services including: cleaning, portering, security, switchboard, reception, post and stores
- health and safety
- catering
- conference services
- procurement
- print services

The main campus is based at New Cross, London Borough of Lewisham and covers approximately 16 acres. It comprises some 80 buildings ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now being used for academic and office purposes), a range of post-war utility buildings (now requiring replacement), to new purpose built ultra-modern buildings. Also situated approximately 12 miles from the main campus is Loring Sports Ground, located in Sidcup, London Borough of Bexley, which consists of a 20 acre sports ground and associated buildings. The variety of buildings presents a diverse set of challenges.

Estates & Facilities Management aims to make significant improvement to its service delivery and the quality of the estate in order to meet the rising expectations of staff and students.

The main functions of Estates & Facilities Management are:

- To advise on strategy to optimise the use of the estate and to meet the future requirements of the institutional/corporate plan;
- To procure development projects as approved;
- To manage and keep under review, property agreements, leases etc;
- To liaise with external bodies, as appropriate concerning the estate;
- To maintain buildings, services and grounds in safe condition and fit for purpose;
- The provision of timetabling services to maximise space utilisation.
- To operate support services which meet agreed Service Level Standards;
- To monitor effectively all financial activities to ensure departmental compliance with University's financial regulations and procurement procedures;
- To adopt value for money solutions in all aspects of activities;
- To develop, maintain and implement policies and procedures to effectively manage the estate and its services;
- To identify and meet current and emerging 'customer' requirements;
- To ensure that all work and services for which it is responsible, are undertaken in a safe manner;
- To provide all of its staff with the necessary training and support to effectively undertake their work and promote personal development;

- To provide a facilities management function for the delivery of portering, cleaning, security, post room, central stores and telephone services.

Estates & Facilities Management overall aim is to provide for sustainable first class facilities for research, teaching and learning and other activities and to create a vibrant and safe environment for students, staff and visitors and to deliver a service in a professional and integrated way.

Job description

Reporting to: Business Operations Manager

Main duties:

The post holders will be expected to be able to carry out the following duties in line with the grade of the post:

Specific Duties:

- To be a key member of the Customer Service Team and contributing to the professional operation of the Estates & Facilities Management offices.
- Organise and administer meetings, training, taking minutes, arranging hospitality etc.
- Utilise and become expert in using related systems, Business World, MICAD Estates Management Systems, Switchboard etc.
- Become familiar with the room bookings process and system.
- Keep departmental documents up to date, such as contact telephone lists.
- To undertake checks and audits on teaching rooms, student accommodation, notice boards and common spaces (corridors, toilets, entrance lobbies etc.) and report any issues.
- Regularly review, update and create new documents in the Customer Services Office Manual.
- Assist with small projects within Estates & Facilities Management.
- To adopt a responsible attitude to the campus and report anything that you feel needs attention.
- Assist in the site inductions and site orientation of new staff and contractors.
- To be responsible for particular areas of Estates & Facilities Management (e.g. Capital Projects, Cleaning, Commercial Services, Health & Safety, Maintenance, Operations, Portering and Post Room, Security) providing administrative support. Responsibilities will be reviewed as the business requires and maybe rotated within the team.
- Assist with the administration and operation of the Estates & Facilities Management archive, exhibition bookings, temporary campus banners, posters and directional signage and furniture re-use.
- Support office moves under the coordination of the Head of Business Systems and Operational Management.
- Be prepared to undertake occasional out of hours working in the evenings and weekends (e.g. Open Days, student intake events, summer conference support etc.).

Help Desk

- Monitor and process work requests throughout the day.
- Booking in remedial and planned works on behalf of colleagues in maintenance, cleaning etc.

- Be part of a rota covering the Estates Help Desk, Reception and Switchboard. Tasks include greeting visitors, taking deliveries and responding to any queries presented in person, telephone, email and through the Micad Help Desk system.
- Manage multiple email accounts and respond to enquiries liaising with relevant colleagues within the directorate.
- Be knowledgeable about priority levels and service level agreements. Run, distribute and follow up reports for outstanding job requests.
- Data entry and update records in the Micad Help Desk system for the asset register and pre-planned maintenance (PPM) schedule.

Stakeholder Management

- Work with colleagues in Estates & Facilities Management, University staff and students to establish productive working relationships with an aim to constantly improve the campus.
- Work with contractors to establish a productive working relationship with an aim to constantly assess and improve the quality of service provided to Goldsmiths.
- Give campus way-finding guidance to University staff, students, visitors and contractors.
- Become familiar with the processes for on campus parking, key and access card issuing.
- Liaise with staff, students and other stakeholders acting as the initial point of contact for matters relating to the quality and performance of Estates & Facilities Management directorate.
- Represent the Estates & Facilities Management directorate at internal events such as the HR Induction Day Knowledge Café and student intake events.

Financial Management

- Manage purchasing requests: Contacting suppliers for quotes, raising POs, goods receipting, assisting with deliveries and keeping complete and accurate financial records
- Monitor office consumables stock levels and place orders with the approval of the budget holder.
- Undertake financial processes associated with the purchase of goods and services under the guidance of the relevant budget holder and the University's financial procedures.
- Ensure that all appropriate paperwork pertaining to deliveries etc. is collected and actioned in Business World.
- Assist in collecting data for business cases in preparation for retendering and/or replacement of equipment.
- Run financial reports for month/year end. Distribute and discuss with budget holders and requesters to ensure outstanding transactions are accurate and completed in a timely manner.

Health & Safety

- Report, communicate and escalate security or safety issues to the relevant member of Estates & Facilities Management, Senior Management Team.
- At all times to help maintain a safe working environment by attending training as necessary and following the University's Health & Safety Codes of Practice and Policy. Ensure compliance with Health & Safety legislation

Communication

- Monitor and respond to incoming customer queries, requests and complaints.
- Where necessary liaise with, and seek advice and guidance from colleagues to resolve customer issues.
- Inform building users and Customer Service Colleagues of interruptions to estates services (eg. electricity, heating, water etc.) and planned and reactive, repairs, maintenance and project work being carried out.
- Updating systems (Business World, Micad Help Desk etc.) to ensure there is an accurate record of queries received and actions taken.
- Respond in an appropriate and professional manner (including taking messages) to any communications that relate to other members of Estates & Facilities Management.

General

- To undertake such other duties within the competence of the post holder as may be required from time to time.
- At all times to carry out your responsibilities with due regard to the Code on Equality and Diversity and Code to Combat Bullying and Harassment/Dignity at Work Policy.
- You will be required to undertake any other duties as may reasonably be required.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test / P = Presentation

	Category
1 Qualifications - Essential Criteria	
NVQ Level 3 in Administration and/or 3/5 years' experience in a similar role	A/C
1 Qualifications - Desirable Criteria	
A demonstrable track record of career development	A, I
2 Experience - Essential Criteria	
Working in estates/facilities/property administration	A, I
In a busy, front-line customer facing role	A, I
Raising purchase requisitions and general finance administration	A, I
Experience of using mobile devices	A, I
3 Skills - Essential Criteria	
Able to effectively use software systems MS Office, MICAD Help Desk and Business World finance/HR, switchboard (or similar software packages)	A, I
Develop and maintain effective working relationships with department and organisation colleagues, external suppliers and contractors	A, I
Work without supervision, be a proactive problem solver and use own initiative	A, I
Able to work as part of a team, can identify when to provide support and/or seek advice and also when an issue needs to be escalated	A, I
Good communication skills both oral and written	A, I
3 Skills - Desirable Criteria	
Time management and ability to complete tasks to a deadline	A, I
Thorough and analytical with good attention to detail	
4 Knowledge – Essential Criteria	
An awareness of issues surrounding the student experience	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Brendan Cotter, e-mail b.cotter@gold.ac.uk

July 2021

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and
- Access to [University of London facilities](#) such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.