

## Estates & Facilities Resource Officer

<b>Department:</b>	Estates & Facilities Management
<b>Grade/ Salary:</b>	Grade 3, £27,937 - £30,133
<b>Contract Type:</b>	Permanent Full-Time
<b>Hours:</b>	35 hours per week Monday to Friday (Full time) (work a rota within a span of hours, usually 08:00 to 17:00)
<b>Location:</b>	New Cross, London

### Goldsmiths

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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-Recruitment@gold.ac.uk](mailto:HR-Recruitment@gold.ac.uk) to make your request.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
we are different

## Estates & Facilities Management

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Estates & Facilities Management (EFM) is a specialist directorate within Goldsmiths with an overall staff of approximately 150. The department aims to provide our campus with first class facilities for research, teaching and learning and other activities, to create a vibrant and safe environment for students, staff and visitors, and to deliver our services in a professional, integrated and sustainable way.

Estates & Facilities Management maintains and supports Goldsmiths and its changing needs in respect of the following areas:

- estates strategy and strategic development to optimise the use of the estate and to meet the future stakeholder requirements
- manage and keep under review, property agreements, leases etc;
- to procure and deliver infrastructure and capital projects, minor works and refurbishments
- maintain buildings, services and grounds in a safe condition and fit for purpose
- provision of timetabling services to maximise space utilisation
- environmental, energy and carbon management and statutory compliance
- facilities services including: cleaning, pest control, portering, post room, reception, security, stores, switchboard and waste management
- campus health and safety, ensuring activities are undertaken in a safe manner
- catering
- conference services
- print services
- monitor effectively all financial activities to ensure departmental compliance with Goldsmiths financial regulations and procurement procedures and adopt value for money solutions
- operate support services which meet agreed Service Level Standards
- provide staff with the necessary training and support to effectively undertake their work and promote personal development

The main campus is based at New Cross, in the London Borough of Lewisham and covers approximately 16 acres. It comprises approximately 100 buildings and structures ranging from three fine Victorian Grade II listed buildings, a number of former domestic properties (now used for academic and office purposes), a range of post-war utility buildings, to new purpose built modern buildings. Located approximately 12 miles from the main campus, in Sidcup, in the London Borough of Bexley, is the Loring Sports Ground. It consists of a 20 acre sports ground and associated buildings.

The variety of buildings presents a diverse set of challenges and Estates & Facilities Management aims to continuously improve its service delivery and the quality of the campus to meet the expectations of staff and students.

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## Job description

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Reporting to: Estates & Facilities Coordinator

### Main duties:

The post holder will be expected to be able to carry out the following duties:

- To be a key member of the Help Desk 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.
- To undertake checks and audits on teaching rooms, student accommodation, notice boards and common spaces (corridors, toilets, entrance lobbies etc.) and report any issues.
- 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 third party contractors etc..
- To be responsible for particular areas of Estates & Facilities Management (e.g. Capital Projects, Cleaning, Conference Services, Health & Safety, Maintenance, Operations, Portering, 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 Associate Director of Estates Business Operations.
- 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, 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 department.
- 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.
- When requested to support the Front of House (FoH) team to cover Reception and Switchboard.

## **Stakeholder Management**

- Work with colleagues in Estates & Facilities Management, Goldsmiths 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 Goldsmiths 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 Estates & Facilities Management 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 Goldsmiths' 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.

## **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 Goldsmiths' 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**

- Time to time, undertake any other duties as may reasonably be required within the competence of the post holder.
  - At all times to carry out your responsibilities with due regard to Goldsmiths' Regulations, Strategy and Objectives to work together to proactively advance Equality and Diversity.
  - Ensure that you are aware of and aligned with Goldsmiths' Code on Equality and Diversity, Code to Combat Bullying and the Harassment/Dignity at Work Policy.
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## Person Specification

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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
<b>1 Qualifications - Essential Criteria</b>	
NVQ Level 3 in Administration and/or 2/3 years' experience in a similar role	A/C
<b>1 Qualifications - Desirable Criteria</b>	
A demonstrable track record of career development	A, I
<b>2 Experience - Essential Criteria</b>	
Working in estates/facilities/property administration	A, I
Working in a busy, front-line, customer facing role	A, I
Raising purchase requisitions and general finance administration	A, I
Experience of using mobile devices and mobile apps	A, I
<b>3 Skills - Essential Criteria</b>	
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
<b>3 Skills - Desirable Criteria</b>	
Time management and ability to complete tasks to a deadline	A, I
Thorough and analytical with good attention to detail	
<b>4 Knowledge – Essential Criteria</b>	
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 before the first day of appointment.**

For more information about the role, please contact Ilona Suder, e-mail [i.suder@gold.ac.uk](mailto:i.suder@gold.ac.uk).

**April 2024**

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## Summary of Benefits

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

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
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support and information service on a range of personal, family or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about)

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