

Facilities Operative

Job Reference:	6449
Department:	Estates and Facilities Management
Grade/ Salary:	Grade 2
Contract Type:	Perm
Hours:	1 FTE Shifts on rotation: 7.00am – 3.00pm and 9.00am – 5.00pm (there could be circumstances where fixed shifts for periods of time are required and/or temporary adjustments to hours made, including weekend work, to accommodate specific requirements.)
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.



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



Together
we are different

Estates and Facilities Management

Estates and Facilities Management is a specialist directorate within the University with an overall staff of approximately 100. It maintains and supports the University and its changing needs in respect of the following disciplines:

- estates strategy & strategic development
- capital projects, minor works and refurbishments
- maintenance (building and grounds), surveys, statutory compliance
- Infrastructure
- space utilisation & 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, and halls of residence and studio space that are a short walk away. 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 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 and 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 and 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: **Senior Facilities Operative (Portering, Post and Stores)**

Working Hours: Shifts on rotation: 7.00am – 3.00pm and 9.00am – 5.00pm
(there could be circumstances where fixed shifts for periods of time are required and/or temporary adjustments to hours made, including weekend work, to accommodate specific requirements.)

Main duties:

Portering

- To perform portering duties on a daily, weekly, monthly or periodical basis as each task dictates. as required and to the satisfaction of their line manager.
- Moving bulky and heavy items with due attention to Health and Safety protocols.
- To use Help Desk software to update and close assigned tasks on portable devices
- Furniture relocation/re-arrangement, including the checking of teaching rooms for correct furniture layout. Setting up rooms for meetings, examinations and external bookings etc.
- Dismantling and assembling desks and similar flat pack furniture.
- Keeping stores and other working areas organised and tidy.
- Participate in snow and ice clearance.
- To drive the Porters van and any other College vehicles as required.
- Ad hoc cleaning tasks.
- Rubbish clearing (Area cleaning and Bulk Rubbish)

Delivery and Distribution Centre and Post Room

- To deal with receiving of goods and ensure they are delivered to appropriate department(s) effectively.
- Collection and Delivery of Post and recording appropriately
- Operation of Post Room equipment and general post room duties (sorting, franking etc.)

To take delivery of post by Royal Mail and other couriers, sort and make ready for delivery

- To prepare outgoing mail for collection

Health & Safety

- At all times to help maintain a safe working environment by participating in training as necessary and following the College's Health and Safety Codes of Practice and Policy. Ensure compliance with Health & Safety legislation

Communication

- Build and maintain professional working relationships with customers and stakeholders.
- Checking of e-mail at regular intervals to ensure that all work requests are dealt with promptly.
- To deal with enquiries and requests from staff, students and visitors to the college politely, effectively and in manner that promotes the Estates and Facilities Management Department positively.
- Email departmental staff to arrange collection of small items from Post room

General

- To report any faults found around the College including heating, lighting, damaged equipment etc.
- To be trained in First Aid and undergo other training as required..
- To wear a uniform and personal protective equipment (PPE) as provided by the University at all times.
- 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 these 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	
Basic Secondary School Education or equivalent	A/C/I
Clean driving licence	A/C/I
1 Qualifications - Desirable Criteria	
Manual Handling or other related job based training	A/C/I
2 Experience – Essential Criteria	
Previous experience or working in a portering, post room or similar role	A/I
2 Experience – Desirable Criteria	
Previous experience of working in a customer orientated environment.	A/I
3 Skills - Essential Criteria	
Experience of using PCs, tablets, smart phones and related devices	A/I
3 Skills - Desirable Criteria	
Ability to work unsupervised and follow detailed instructions	A/I
4 Knowledge – Essential Criteria	
Good oral and written communication skills	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 Tim Paine 020 7919 7131
t.paine@gold.ac.uk

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 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](#)
- 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.

Updated March 2025
