

**It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.**

**Job description for the post of:**

**Multi Skilled Operative  
EHA0639-1219**

**Reporting to:** Building and Maintenance Manager

**Responsible for:** NA

## **About Facilities Management**

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m<sup>2</sup> of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

**The FM Values** – guiding our decisions and our behaviour.

***“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”***

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn

## **About the Property Services Team**

The Property Services Team is responsible for the day-to-day and long-term maintenance management of the Universities Estate, including 84 buildings and the 160-acre landscaped campus. The service includes dedicated building and grounds maintenance teams, together with a specialist minor projects and space management team.

The Maintenance Team provide frontline services to students, staff and stakeholders across all sites on a planned and reactive basis to ensure the highest levels of service are achieved.

### **About the Role**

Working as a member of the multi-skilled maintenance team the role holder will assist with maintaining, repairing and improving the fabric, fixtures and services to all University properties. The role holder will be responsible for working with other trades when required to ensure the highest levels of service across the all University buildings.

The role holder will receive direct instruction from the Building Supervisors and The Buildings and Maintenance Manager regarding the daily operations of planned and unplanned works as well as being assigned daily tasks via the interactive Helpdesk CAFM System. The role holder will be based at Edge Hill but will be expected to travel between sites when required.

### **About You**

The role holder will be from a building or building services background, with a good understanding of general building and trades skills. You will have knowledge and experience of working within a building maintenance environment, preferably in a University or higher education setting.

Holding relevant City and Guilds trade qualifications, with a thorough understanding of Health & Safety maintenance requirements, keen to learn and develop with a desire to provide excellent customer service.

### **Specific Duties and Responsibilities**

This is a key role and being a frontline service, has direct impact upon the Student Experience and the internal customers of Edge Hill University. The role holder will have excellent communication skills and a customer service ethos. With the ability to clearly explain, advise and inform students and staff on reported faults / work requests and provide verbal and written progress updates.

### **Electrical**

- Undertake the day-to-day maintenance and repair of building services installations, including lighting, emergency lighting systems, power, replacement of lamps, LED and fluorescent fittings / cleaning, changing sockets / switch plates, replacing equipment and fuses and P.A.T testing.
- Undertake the day-to-day maintenance and fault diagnostics of generators CHP's and energy conservation systems.

## **HVAC**

- Undertaking engineering (HVAC/mechanical and plumbing) maintenance, repair and installation works as required by Building Maintenance Supervisors or Property Services Maintenance Management including soldering, brazing and minor welding type duties.

## **Hot and Cold Water Systems**

- Undertake maintenance with the ability to trace breakdowns and faults, organise and oversee repairs to completion on hot and cold water systems (or refer on to the Building Maintenance Supervisor if any such faults cannot be repaired).

## **Sanitary Appliances, Soil and Waste Systems**

- The maintenance, management and installation of sanitary appliances including soil, waste connections and associated drainage.

## **Plumbing and Drainage**

- Repair of leaks, flooding, repair and replacement of toilet seats, replacement of showerheads or hoses, unblocking of waste traps, toilets, drains, gutters, rainwater pipes and any other plumbing work where required.

## **Joinery and Building Fabric**

- Undertake general duties within the building fabric and joinery trades with the minimum of supervision. Safely erect, work off and dismantle various types of scaffolding, ladders and platforms normally used for the purpose of carrying out works etc. For example, mobile tower scaffolding. This includes the use of fall arrest systems where applicable

## **Plastering / Tiling / Painting / Making Good**

- Carrying out minor painting / joinery duties as required and associated with specific relevant tasks i.e. brush hand duties, making good walls, removal of panelling to allow access to pipes and to enable and fully conclude works in an efficient manner.
- Repair patching of plaster and replacing isolated areas of floor and wall finishes including tiling.

## **General Duties**

- The role holder as part of their duties will be required to make decisions on fault-finding / work requirements, using knowledge, skills and experience to determine the most appropriate course of action.

- Working as part of a team of multi-skilled engineers, communication will be essential to aid collaborative working across the service, minimising disruption, achieving value for money whilst maintaining essential University services.
- Undertake PPM programme works to Electrical / Mechanical and Building Fabric. Inspection and testing to ensure statutory compliance including weekly inspection and testing of Fire Alarm Systems to the requirements of BS5839 and Emergency Lighting to BS 5266-1: 2011.
- Responding quickly to priority tasks working flexibly across all trades as part of the FM Maintenance Team in order to meet the needs of the business. Undertaking fault diagnosis and repair ensuring that all work is completed efficiently to a high standard in a timely manner i.e. first time fix.
- Dealing with non-routine tasks and reacting to ad hoc requests
- Ensuring that the workshops and work areas are kept clean, tidy and free from Health & Safety hazards at all times. This role involves manual handling, walking between various University buildings and working within different environments including external work and working at height.
- The role holder will be issued with a uniform and PPE that must be worn at all times during working hours, in accordance with Health & Safety requirements. Undertaking training as deemed necessary to comply with Health and Safety requirements or as an enhancement to the role.
- Work task allocation, completion and customer feedback will be necessary at regular intervals throughout the day through the Universities CAFM system. Hand held mobile devices will be used to ensure the systems real time data is constantly live.
- All maintenance staff should hold a full clean UK driving licence in order to undertake their duties.
- Any other duties as may be reasonably requested by University management.
- The Multi Skilled Maintenance Operative will participate in the 24-hour call out system on a rota basis; this is a requirement of the role.

The list of responsibilities is not exhaustive and other duties, appropriate to the grade, may be added or substituted at any time.

**In addition to the above, Edge Hill staff are required to:**

- a) Adhere to all Edge Hill's policies and procedures including Equality and Diversity and Health, Safety and Environmental procedures and undertake tasks in a sustainable manner.
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- c) Undertake appropriate training and development as required.
- d) Participate in Edge Hill's Performance Review and Development Scheme.
- e) Demonstrate excellent customer care in dealing with all customers.
- f) Assist with the planning and delivery of corporate business events e.g. Welcome Sunday, Graduation, Open days

**Salary:** Grade 5, Points 19-22. Please see advert

**Hours:** 36¼ hours per week  
(Covering the hours of 8am – 6pm on a rota basis)

This is a full-time post and its nature is such that you will be expected to work flexibly and for such hours as are reasonably necessary in order to fulfil your duties and responsibilities.

**Candidates should note that they will be short listed based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification form attached.**

## PERSON SPECIFICATION

### Multi Skilled Operative EHA0639-1219

Applicants will be short listed based on information provided on the application form and should provide demonstrable evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/T/P)
<b>Qualifications</b>				
1	Relevant City and Guild trade qualifications (or equivalent qualifications). Minimum (Level 2)	*		(I/A)
2	Educated to CSE/GCSE level or hold an equivalent level qualification. – English, Math, Science.	*		(I/A)
<b>Knowledge and Experience</b>				
3	Experience of working in a building or building services background or have considerable proven knowledge of maintenance issues within a University or Higher Education environment.	*		(I/A)
4	A thorough understanding of Health & Safety and safe methods of working.	*		(I/A)
5	Knowledge and understanding of the operation of both commercial and domestic size hot and cold water systems and the ability to trace breakdown faults and organise the repairs.		*	(I/A)
6	Knowledge and understanding of sanitary appliances, soil and waste systems and the ability to trace breakdown faults and organise the repairs.		*	(I/A)
7	Knowledge of water bylaws and HSE L8 regulations.		*	

8	Basic computer skills including the use of a PDA or similar tablet style electronic device.	*		
<b>Personal Qualities</b>				
9	Excellent communication skills and a positive attitude to problems, people and customers.	*		(I/A)
10	Capable of reading and understanding detailed instructions.	*		(I/A)
11	Ability to work on own initiative, have an interest in the practical on site application of works.	*		
12	Self-motivated and able to carry out set responsibilities effectively without supervision and be able to use initiative to identify and respond to problems appropriately.	*		
13	Ability to work in a team and to be part of the development of that team to provide a continuously improving service.	*		
14	Flexible attitude and the willingness to learn and undertake training on different areas of maintenance work.	*		(I/A)
<b>Other</b>				
15	Full clean UK driving licence.		*	(I/A)

\*Method of assessment: Interview, **A**ssessment, **T**est, **P**resentation

## The FM **Mission** – *our purpose*

*“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”*

## The FM **Vision** – *our aspirations*

*“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”*

## The FM **Values** – *guiding our decisions and our behaviour*

*“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours, and our performance.”*

- *Put the customer first*
- *Be passionate about service*
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- *Be confident, receptive and willing to learn*

## The 8 FM **Strategic Themes**:

1. Culture
2. Organisational Impact
3. Staff Engagement
4. Student Experience
5. Value For Money
6. Quality Management
7. Risk Management
8. Environmental Sustainability



## FM Property Services Organisational Structure

April 2018



