



Edge Hill University



Campus Community Support Assistant

Reference: EHA1514-0822

Salary: £21,197 - £22,662 per annum
Grade 3, Points 11 – 14

Contract Type: Permanent

Hours: Full Time (36.25 hours per week)

Location: Ormskirk



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:

**Campus Community Support Assistant
Full Time
Permanent
EHA1514-0822**



**Edge Hill
University**

Accountable to: Campus Support Manager

Reporting to: Campus Support Supervisor/Team Leader

About the Faculty/Department

Facilities Management (FM) is a multi-award-winning support department; the largest support team at the University employing over 300 members of staff across twelve operational service teams. We believe that the physical campus environment, the supporting infrastructure, and the support services provided by FM, form an essential part of the Edge Hill University experience. Our customer profile includes students, staff, visitors, business partners, commercial clients and the wider community. At Edge Hill University, FM is overtly recognised for its positive contribution to the core business – the attraction, recruitment and retention of our students.

FM Mission

“Our FM mission is to maintain a beautiful campus for the enjoyment of all. In doing so we strive for excellence in all that we do, to create a safe and vibrant place to study, live and work”.

Our FM Values:

1. We are Welcoming and Inclusive
2. We Act with Integrity, Respect and Openness
3. We are Passionate, Engaged and Proactive
4. We Take Ownership

About Campus Support

The high-profile Campus Support team is one of the several operational services within FM - providing a 24/7, professional, integrated, and extremely flexible in-house service to

all our customers – including students, staff, commercial clients, visitors and partners. Campus Support provide the out of hours student wellbeing support, security, parking and traffic management services at the University. Maintaining a safe, inclusive and welcoming environment for all, including the provision of hotel services to over 2500 residential students on campus. The Campus Support team are recognized for their customer focused approach and professionalism.

The Campus Support Service:

Campus Support is one of twelve customer-focused service teams within FM, providing 24/7 services to all staff and students that are essential to the efficient operation and safe management of the University campus, namely:

- Out of hours student welfare, wellbeing and incident response
- Act as first point of contact for all critical out of hours incident reporting and lead effective triage of incidents in line with relevant Business Continuity Plans and Emergency Response protocols.
- Car park & permit management alongside the continuous review and development of a holistic traffic management strategy to ensure maximum benefit to the Ormskirk Campus and its users
- Out of Hours FM Help Desk provision including emergency response coordination
- Fire Risk Management including Building Fire audits and Fire Evacuation Drills both in residential and non-residential buildings
- Lenel Access management and administration including full online enrolment Unicard support and delivery

About the Role

Reporting to the Campus Support Team Leader and Supervisor, as one of 4 Campus Support Officers per shift, your primary role will be to ensure the maintenance of a 24/7 safe, secure and customer-centric environment for all members of the University community via a 'continental' style rotating shift 12 hour pattern.

You will have experience working in a customer focused role previously ideally within a team providing FM related services or similar. Ideally you will have experience of incident management, neighborhood management or student related services but above all you will be able to demonstrate a flexible, can-do attitude and be able to relate well to our staff and students in what can be difficult and challenging situations. You will be able to communicate effectively, recognise and understand the challenges of a campus environment yet also be able to deliver an effective and proactive campus support function with a key focus upon student wellbeing, incident response and campus security. You will support our students to thrive and achieve excellence whilst also feeling safe and supported whilst on campus. You will have made a difference to the lives of your customers and be able to demonstrate this. You will also be comfortable communicating to a range of groups, dealing with challenging situations discreetly and possess an ability to prioritise.

You will play a pivotal role in ensuring that we are able to deliver a consistently excellent customer experience – setting and maintaining high quality standards across all areas of the Campus Support team.

Duties and Responsibilities

The Campus Support Assistant will provide a specific range of monitoring, support, and control functions to ensure that a cost-effective, compliant, and customer-centric service is always delivered. The following general duties will typically form part of the daily/weekly/monthly work schedule:

Safety and security management

1. Carry out regular high-profile scheduled patrols of the campus and residential halls to provide reassurance to the University community, and to develop healthy supportive relationships with all campus users;
2. Provide the established formal opening and closing of all residential and non-residential buildings in accordance with established Standard Operating Procedures and best practice;
3. Monitor and respond to critical alarms e.g. fire, intruder, personal, maintenance to effectively manage risk and to ensure the protection of life and property whilst providing reassurance to staff and students affected;
4. Monitor and use the installed CCTV system in accordance with the established University CCTV Policy;
5. Manage and coordinate planned fire evacuations in residential and non-residential accommodation in accordance with the established University programme;
6. Co-ordinate the formal business response to critical incidents in accordance with the University Emergency Management Plan and the relevant Standard Operating procedures;
7. Manage and coordinate the formal provision of Unicards and keys (Inc. replacement) in accordance with the established principles of security and access control;
8. Provide a formal reception and security function in key locations across campus at the direction of the Campus Support Supervisor e.g. the Catalyst, the Hub etc.

9. Whilst respecting the fact that the University is an open campus and members of the public are welcomed on site. This role will be expected to maintain an effective security service which may involve escorting any non-students off site who are causing anti-social behaviour; escalating to external agencies where appropriate;
10. Liaise with the Students' Union security contractors to ensure a consistent and clearly defined approach to managing and supporting students leaving the SU facilities (Inc. the safe removal and dispersal of those guests being refused access);
11. Respond promptly to reported incidents on campus and within residential accommodation, providing reassurance and support to those students affected;
12. Deal calmly, professionally, and supportively with students on campus at all times of day and night. This includes responding positively to any students requesting help or support regarding any matter and may also involve attending first aid, wellbeing or alcohol related incidents;
13. Ensure a planned, positive intervention in situations concerning anti-social behaviour (for example noise/parties) encouraging those involved to recognise the impact of their behaviour on others;
14. Maintain a positive relationship with key stakeholders on site including student services, campus life managers and the Wellbeing or Inclusion teams. Ensure campus incidents are recorded within the day/night report accurately, professionally and in line with standard operating procedures.

Campus housekeeping and maintenance

1. Provide a 24/7 Customer information point/service including the management of the FM Helpdesk (Inc. MyFM) during the out of hours period;
2. Carry out planned surveys and inspections of the estate to inform and develop the planned maintenance system managed by Property Services;
3. Supervise and monitor contractors engaged during the out of hours period (Inc. the operation of the Permit to Work Scheme).
4. Manage and monitor the University Switchboard during the out of hours period, recording and/or forwarding telephone calls as appropriate;

5. Proactively support TMA's with parking and traffic management in accordance with the University Car Parking Policy when required and to ensure effective traffic flow at peak times;
6. Perform general portering duties to support the Site Services Team including any work that can be carried out during the evening in preparation for events the following day;
7. Perform scheduled and ad-hoc post and parcel deliveries on campus to support the Service Delivery & Insight (Post & Print) Team.
8. Provide a first response to reported out of hours maintenance issues around campus, including residential accommodation. This includes providing reassurance to those students affected and giving them any relevant updates on when the issue can be resolved and finding proactive solutions to ensure they are not adversely impacted where avoidable;
9. Conduct routine housekeeping inspections across campus (Inc. residential accommodation) to ensure that customer information and any safety equipment is in good order and up-to-date;

Student support

1. Act as a single point of contact for students and Student Assistants out of hours, offering general advice and support and where appropriate signpost them to other services;
2. Provide a fast and confident response to first aid and mental health emergency calls in accordance with standard operating procedure and ensure timely and accurate decisions are made if referral or escalation to wellbeing are required;
3. Undertake planned and ad-hoc student welfare checks, and provide focused support, at the request of colleagues in Student Services.
4. Act as an ambassador of Edge Hill University and ensure students are aware of and understand the defined role of Campus Support including how the service seamlessly integrates with other services such as Student Services.

Communication, reporting and information management

1. Record and provide formal activity reports, including shift handover logs, that are effectively communicated to all agreed stakeholders e.g. Student Services etc.

2. Ensure that information critical to the provision of a consistently excellent student experience, is communicated in a professional, timely, and accurate manner using the appropriate media;
3. Act as the principal point of liaison with parents, carers etc. where appropriate and in accordance with University Policy and established protocols;
4. Liaise with students who live off campus who might require emergency on campus accommodation;
5. Act as principal contact for the emergency services and/or other NHS services (e.g. ambulance/crisis team/police)
6. Act as the formal point of contact for local residents with regard to reported issues relating to the campus and its boundaries.
7. Provide formal witness statements and appropriate formal reports in relation to potential and actual events and situations that constitute a disciplinary act;
8. Contribute positively to the development and implementation of Policies, Standard Operating Procedures (SOP), Risk Assessments (RA) and systems.

This list of responsibilities is not exhaustive and other administrative, financial and customer-centric duties, appropriate to the supervisor grade, may be added or substituted at any time.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Personal Attributes

1. Demonstrate a positive, proactive, and flexible approach in delivering a consistently high-quality customer-focused service to all stakeholders.
2. Adopt professional behaviours, attitudes and body language at all times, setting an example for others.
3. Actively contribute to the development and delivery of a positive culture which safeguards the wellbeing of all members of the Edge Hill community;
4. Embed and deliver the FM Values into all aspects of the role;
5. To be able to demonstrate flexibility by working any additional and unsociable hours necessary to maintain services and respond to fluctuations in business patterns and in support of colleagues and customers;

Person Specification for the post of:

Campus Community Support Assistant
Full Time
Permanent
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Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1	Professional customer service qualification		*	A
2	Professional Health and Safety / IOSHH qualification		*	A
Experience & Knowledge				
3	Relevant work experience in a professional security or customer service focused role at an appropriate level gained in a voluntary, retail or public sector organisation	*		A
4	Experience and knowledge of modern methods of security operations; CCTV, access control, patrol monitoring and control room systems		*	A/I
Abilities & Skills				
6	Able to effectively operate as a collaborative team member and act as a positive ambassador for the department and University	*		I
7	Able to assess buildings and environments to ensure the Campus is a safe, secure and hospitable environment for all users	*		I
8	Able to display empathy and professionalism whilst responding to student wellbeing incidents whilst demonstrating emotional intelligence and sensitivity	*		I

	when dealing with vulnerable persons and sensitive situations			
9	Able to work collaboratively with FM colleagues in the organisation of events, facility management and equipment and venue set up	*		I
10	Good IT skills, with demonstrable capability in using the Microsoft Office suite and basic functions of Word	*		I
11	Able to demonstrate excellent judgement, initiative, tact and diplomacy in dealing with students, staff and members of the community	*		I
13	Able to meet the physical demands of the role including; working outside, undertaking rotating shift patterns, some lifting and carrying	*		I
14	Able to communicate effectively and display a good level of oral and written communication	*		A/I
15	Able to interpret information to produce, high quality, accurate documentation	*		I

How to Apply

When you are ready to start the formal application process, please visit www.edgehill.ac.uk/jobs and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy you may wish to contact: John Hawkyard, Campus Support Manager at Hawkyarj@edgehill.ac.uk

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.