

# Facilities Site Assistant

## Estates Division

Closing Date: 1<sup>st</sup> December 2024  
Job Reference: BA43905



# Facilities Site Assistant

**Salary:**

£26,642 - £30,505 pa

**Staff Group:**

Assistant

**Contract:**

Permanent

**Location:**

Cambridge

**Faculty / Department:**

Estates Division

**Working Pattern:**

Monday to Friday

**Purpose of the role**

The role holder is responsible for the operation of FM services on sites and in buildings managed by Facilities Management, supporting the work of the University and commercial occupiers by ensuring their environment is professionally run.

The role-holder has responsibility for making sure that the buildings/sites are presented to the highest possible standards by supporting the maintenance, cleaning, security, waste management, reception, post services, etc.

The role holder carries out the setting and resetting of rooms, distributing deliveries, security and maintenance and the work of the FM contractors operating on the sites.

The role holder will assist with the smooth operation of Logistics services across the Estate between various buildings and departments ensuring items are transport by vehicle safely and efficiently.

The role holder is the public face of FM, interacting with staff and visitors to provide a professional, friendly and helpful service.

The role holder may be required to do similar duties on other sites or in other buildings managed by the Facilities Management Section.



# Key Responsibilities

## Operations

- Responsibility for the smooth and efficient operation of buildings and sites and its programme of activities and events; ensuring the facilities and core service functions (including cleaning, reception and maintenance and waste services) have been carried out to the agreed standard
- Supervise and monitor external contractors.
- Maintain a clean and organised work environment including all FM Logistics vehicles and equipment.
- Responsibility for the safe handling and delivery of goods to specified locations.
- Communicate effectively with clients and team members to coordinate removal and transportation activities.
- Support in assembling and disassembling of furniture as required.
- Be the focal point for all building related FM issues, communication with the site/building community and with the Estate Division, Maintenance and Equans helpdesk and teams as necessary. Uniform is provided and will be worn when on shift.
- Evening and occasional weekend work may prove necessary
- Be the main point of contact for FM related issues for all users within the buildings, attending to daily operational needs
- To support buildings with consumables/cleaning stocks and laundered items
- To ensure cleaning is completed to required standard, carryout spot cleaning and to support the contract cleaning service.
- Monitor contractors disposal of waste accordingly to the correct procedure
- Clear rubbish and leaves from external grounds
- Lay salt or alternative products as appropriate to the surfaces and surroundings.
- Assist with office moves and movement of furniture and equipment, in the case of large moves, work with and oversee the completion of moves by contractors unfamiliar with the site, liaise with IT officer and clients to complete moves.
- Day to day monitoring of the visitors car park, checking that parked vehicles do not block access routes or create hazards - reporting breaches of parking to the Site Facilities Manager issuing parking notices.
- Keeping the external environs of the site clear of litter and maintaining a safe environment. Reporting non-conformance with external lighting, surfaces, walkways, external seating.
- Monitor and carry out minor maintenance, using where needed power tools. Put up shelves, repair and assemble furniture, decorate and put up notice boards, change locks and replace lamps.
- Assisting with the disposal of abandoned cycles bi-annually.
- Provide 1<sup>st</sup> line support in lecture rooms and seminar rooms for AV systems, daily checks to ensure fit for purpose and accurate error reporting of issues to UIS or AV team.

## Deliveries

- The role holder checks that deliveries are correctly matched to the orders placed.
- Driving fleet vehicles between all sites to make deliveries.
- Assist with the packing, loading/ unloading and transportation of various equipment and items.
- Monitor, order cleaning, and maintenance consumables via line manager.
- Arrange deliveries of paper stocks, and stock all print rooms with paper supplies on a frequent basis.
- Deal with access problems for deliveries within the site and buildings.
- Monitoring deliveries so that they use the correct access routes into the building and maintaining safe passage for building users.

- Supply and maintain printer inks and consumables for printers and plotters. Receive large/heavy packages, taking them to the correct destination following appropriate manual handling techniques.
- Complete post deliveries and collection rounds in buildings as required
- Liaise with UMS colleagues over deliveries and providing information and guidance to building communities
- Monitor the supplies of period products and top up as required, request more stock as needed.
- Collect secure shredding from around the site/building regularly and ensure supplies of bags are available.

### **Reception/Admin duties**

- Greet visitors and make them welcome, alert their host to their arrival
- Provide information and guidance as needed for visitors
- Cover receptionist daily breaks and planned/unplanned absences when required,
- Daily use of Booker, Outlook and other local electronic room booking systems & calendars, emails, completing order sheets for consumables.  
Franking and sorting Outgoing and Incoming post.

### **Facilities Management**

- Inputs into, purchase, installation and maintenance of equipment.
- The role holder is responsible for ensuring that appropriate channels of communication are maintained and used in order to promote, a sense of cohesion across the site. This includes both the transparent dissemination of soft communications designed to promote Estate Facilities Service Delivery
- Maintain strong, collaborative relationships.
- Working collaboratively with the Facilities Team towards the development of the FM role and provision of FM Services across the Estate.

### **Events**

- Fly the University Flag as per the ceremonial schedule, taking account of all safety aspects.
- Setting up of events and ceremonies as required, to a strict timetable and to the highest standard. Clearing down and restoring, cleaning and resetting site and buildings afterwards.
- Liaising with contractors – for example, Marquee Company, graduation photography, AV – as well as other University colleagues such as Alumni, Student Services etc. to ensure successful events.
- Attendance at Congregations on a rota and on an overtime basis.
- Attendance at out of hours events on occasion and on an overtime basis

### **Vacant Property**

The role holder supports the operation of vacant property including and not limited to the following:

- All vacant properties that fall under Estate Facilities until the building is re-allocated, occupied or sold, the supports the vacant property including but not limited to:
  - Collection and documentation of all keys
  - The building is in a safe condition and maintained at this level
  - Location of the mains services are known and checked against the building plans and documented.
  - Ensure the building, can be secured outside of operational hours.
  - Input into risk assessment review to ensure all risks are highlighted and recorded and what measures are in place to minimise risks
  - Complete building inspection and systems compliance check to include Fire, water and security and any others specific to the safe management of the buildings.

## Health and Safety

- Maintain Health and safety compliance, supporting contractors when on site including, sign in, health and safety, fire induction & issuing of hot works and roof permits.
- Perform weekly, monthly and annual testing of fire, security alarm systems & access, lighting systems. Reporting areas of concern to the Facilities Supervisor and Maintenance Helpdesk
- Ensure completion of all required Water Hygiene testing and inspection, liaising with the Facilities Manager on any issues
- Ensure equipment is in safe working condition, reporting repairs where necessary, have an awareness of building management issues e.g., location of major services (water, Gas Power), controls etc. in case of emergencies.
- Promoting and supporting effective Health and Safety and Fire Evacuation procedures for our team. Ensuring all Estates Division compliance and Health and Safety policies and procedures are supported
- As a fire warden, your primary responsibility is to ensure the safety of all occupants in the workplace in of fire emergency. Perform weekly, monthly and annual testing of fire, security alarm systems & access, lighting systems. Reporting areas of concern to the Facilities Manager/Supervisor, Helpdesk and Estate Division. In the event of a fire emergency, coordinating the evacuation of all occupants and ensuring that everybody is safely evacuated, from the building.
- Undertake site liaison/communication with contractors and Estates Division.
- Be a First Aider and undertake refresher training as required
- Check and restock first aid boxes, requesting additional supplies from line manager as need
- Train and be confident in dealing with task related matters re: COSHH, Asbestos, working at heights and manual handling

## Security

- Disarm and arm alarms, check for any issues, use/monitor access and intruder alarm system to activate and check alarm systems, deal with faults arising from the checks, check windows and doors for safety and security. React to daytime security alerts and beware of potential security issues around buildings, liaise with visitors at all levels efficiently and courteously.
- Maintain access control systems dealing with users and door schedules. Locking and unlocking of multiple buildings across site.
- Open and secure rooms as dictated by events and teaching schedules, check that rooms are set up as requested, rearrange and reset furniture as necessary, check that supplies of consumables needed are adequate and that IT and AV equipment is working.
- Liaise with Building Services, Reception, Booker systems, Events Coordinator and Estate Management about room use. Provide 1<sup>st</sup> line support

Any other duties commensurate with the grade of the post as requested by the Facilities Manager or Senior Management

# Person Specification

Criteria	Essential	Desirable
<b>Education</b>		
Good general education(GCSE level)/NVQ Level 2 or equivalent level of practical experience	x	
<b>Experience</b>		
Experience in a Facilities/Porterage or similar role		x
Experience of carrying out minor maintenance tasks	x	
Experience in Logistics, removals or a related field.		x
<b>Skills</b>		
Excellent interpersonal skills, including ability to communicate effectively and build relationships at all levels.	x	
Basic D.I.Y skills		
Good communication and interpersonal skills to interact with staff and visitors at all levels		
Good time management and organisational skills	x	
Demonstrate knowledge of facts, principles, processes and general concepts in relation to custodial work		
IT skills in Word, Excel and Outlook, aptitude to learn new IT skills such as the access and intruder alarm system.		
Proficient use of estate management systems: including structural plans, space and assets management tools		x
Ability and physical fitness to lift heavy items and perform physical tasks daily.	x	
<b>Additional Requirements</b>		
Commitment to the integrity and confidentiality of all relevant data and processes.	x	
An occasional requirement to work outside normal office working hours.	x	
Valid driving license is essential to this role.	x	

# Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	D
Communication	C
Innovation and Change	D
Negotiating and Influencing	D
People Development	D
Relationship Building	C
Strategic Focus	D

## Professional Services Values



Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.

# Estates Division

The Estates Division at the University of Cambridge is a multi-disciplinary organisation responsible for the development, management and maintenance of the University estate, along with the provision of a variety of related services.

Our current operational estate (buildings used for teaching, research and administrative activities) is currently valued at £3 billion (Insurance Replacement Cost) and its broad and complex nature presents many demanding challenges, for example some buildings are 800 years old, Grade I Listed and protected by English Heritage, whilst others are new with highly sustainable building fabrics and buildings management systems.

Key areas we are responsible for include:

- Planning and managing the University's estate development programme.
- Project managing new build construction and the refurbishment/alteration of existing stock.
- Managing and maintaining the estate including residential accommodation and investment properties.
- Delivering a comprehensive facilities management service to the University.
- Managing catering outlets across the estate.
- Managing the operational and research facilities at the [University Farm](#).
- Promoting the University's environmental sustainability initiative, particularly with regard to reducing carbon emissions.





# Terms of Appointment

## Tenure and probation

The appointments will be made on a permanent basis. Appointments will be subject to satisfactory completion six month probationary period.

## Hours of Work and Working Pattern

The hours of work are 36.5 hours per week, Monday to Friday. Hours are currently 8am until 4pm. Facilities Assistant's can be contracted to work other hours between 7am and 7pm.

## Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: [www.pensions.admin.cam.ac.uk](http://www.pensions.admin.cam.ac.uk)

## Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

## General information

### Pre-employment checks

#### Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

## Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

## Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

## References

Offers of appointment will be subject to the receipt of satisfactory references.

## Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may

require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please email Estates Division HR on [EDR@admin.cam.ac.uk](mailto:EDR@admin.cam.ac.uk)

# The University

**The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.**

Our sustained pursuit of academic excellence is built on a long history of world leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



# About Us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and

deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

*Stephen Toope, Vice Chancellor 2019*



# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



## Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# Living in Cambridge

**Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.**

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



## CAMBens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMBens. CAMBens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



# What Cambridge can offer

## Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available

here:

<https://www.postdocacademy.cam.ac.uk/>

## Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



# How to apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

The University of Cambridge is committed to supporting our staff to thrive both professionally and personally. We aim to support a good work/life balance, whilst retaining the positive aspects of our unique in-person environment and culture. Elements of this role are suitable for hybrid working, where staff can split their time between in-person collaboration and remote working. The frequency of the remote elements of the role can be discussed with the recruiting manager.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

If you have any queries regarding the application process please email Estates Division HR on [EDR@admin.cam.ac.uk](mailto:EDR@admin.cam.ac.uk).

The closing date for applications is: 1<sup>st</sup> December 2024



UNIVERSITY OF  
CAMBRIDGE