

**Job Description**

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| Job Title: | Porter |
| Faculty/Department: | Infrastructure Services / Facilities & Accommodation |
| Team | Facilities and Security Services |
| Reporting to: | Senior Facilities & Security Technician |
| Duration: | Continuing |
| Job Family:  | Community Operative |
| Pay Band: | 2 |
| Benchmark Profile: | Community Operative (Residence) Band 2 |
| DBS Disclosure requirement: | Yes |
| Vacancy Reference: | UOH-TA-0207 |

**Details Specific to the Post**

**Background and Context**

The University of Hull has been changing the way people think for 90 years. The University’s motto, Lampada Ferens, translates as ‘carrying the light of learning’ and over the years, we’ve shared that light with thousands of people from across the world. As England’s 14th-oldest university, we have a proud heritage of academic excellence and a history of creating and inspiring life-changing research.

The University of Hull was founded in 1927 and opened for business with 39 students and 14 ‘one-person’ departments. The University now has more than 16,000 students and around 2,500 employees, including more than 1,000 academic staff.

The University of Hull is on a journey, one that is led by our commitment to delivering excellent research and a fantastic experience; the importance of the University Estate and the services we offer has therefore never been higher.

The University’s Estates and Facilities team of over 200 people provide everything needed to design, equip, run, maintain, manage and operate our buildings. Working across the entire Estate which is 250,000m2 and consists of 113 buildings, we have talented space management and development teams who create and deliver state-of-the-art buildings and refurbishments, working closely with our student and staff communities to transform the way research and education is delivered. We have dedicated teams of skilled maintenance experts, specialists in sustainability, facilities and accommodation management, cleaning and security to ensure we provide an outstanding experience for our communities.

Aligned to our 2030 strategy, our emerging Campus Development strategy and ambitious Carbon Neutral Campus 2027 strategy sets out a blue print for significant and sustained investment in our physical and digital estate to support the provision of world class, sustainable facilities and services to guarantee the best possible experience and outcomes for our students, staff and visitors helping ensure the successful delivery of our ambitious vision.

With a sustained and continued programme of investment in our people and the services we offer, there has never been a more exciting time to join us and for those with the right mindset, the possibilities are endless.

**Summary Purpose of the Role**

* To form part of a team delivering a professional Portering Service, duties include stock and furniture movement; carrying out basic maintenance; internal and external cleaning operations; sorting and delivering post; supporting the security team; ensuring buildings and property are secured, providing good customer care; car parking assistance; waste management, helping to ensure efficiency of service and ensuring health & safety guidelines are met.
* Reporting to the Senior Facilities & Security Technician the role holder has responsibility for ensuring that Portering duties and/or related minor projects are undertaken to the agreed timescales, KPIs and standards to ensure effective building/grounds usage.
* Assist in the delivery service improvements to ensure efficiencies, through a well organised, capable, effective, digitally enabled and customer service focussed team.
* Assist in the delivery of new initiatives to deliver business improvements leading the team to deliver an agile, efficient, proactive and flexible service.

**Specific Duties and Responsibilities of the post**

### Working the weekend shift of Saturday and Sunday and reporting to the Senior Facilities & Security Technician the post holder will be responsible for undertaking Portering duties to agreed timescales and standards.

### Respond to Computer Aided Facilities Management (CAFM) (e.g. our PLANON, or KIM systems) work requests to relocate items across the campus.

### Work with colleagues from the Space, Programme and Property Management Team to deliver staff ‘migration’ projects to the required time, cost and quality standards.

* Work effectively and flexibly with a diverse range of customers.
* Provide a customer focused service, approach and attitude, in all circumstances, including situations where confrontation occurs.
* Deliver allocated portering related projects, to the required time, cost and quality parameters.
* With support from the Senior Facilities & Security Technician and other team Technicians, deliver operational tasks ensuring they are carried out efficiently, economically, safely and to appropriate and in full compliance with statutory and legal obligations and agreed Key Performance Indicators (KPIs), Service Level Agreements (SLAs) and quality standards.
* Assist in ensuring delivery of a customer focused service and culture.
* With support from the Senior Facilities & Security Technician and other team Technicians, deliver clear objectives within the team.
* As an individual ensure maximum levels of performance, maintaining high levels of staff morale and adhere to a culture of achievement of high standards and openness.
* Be responsible for individual work allocation and reporting via the CAFM, Security and any other applicable systems, in addition to liaising with external contractors.
* Assist in adherence to SLA standards and KPIs.
* Provide the data necessary to assist in the production of reports.
* Adhere to formal policies and procedures for the Estate and Facilities team in respect of facilities and security management services, permit to work systems, safety alerts and other statutory responsibilities.
* Adhere to appropriate procedures for placing orders for goods or contracted out services and goods in line with requirements contained within Financial Instructions.
* Ensure tasks and projects are undertaken in full compliance with Health and Safety, facilities management and security standards and all other applicable legislation and guidance.
* Participate in business contingency arrangements and emergency actions.
* Assist in identifying and feeding into innovative solutions that support the University’s objectives.
* Escalate complaints received from students, visitors, staff and the public regarding the services offered and also the environment.
* Play a role in adhering to a culture to ensure the highest levels of customer service and communications are delivered which support the overall student experience in line with the University’s vision, values and behaviours and strategic objectives.
* Ensure efficient and effective usage of materials, equipment and supplies.
* Assist with implementation of additional or new systems or equipment as necessary.
* Attend appropriate meetings in relation to Estates matters including team meetings.
* Ensure that all tasks delivered comply at all times with statutory legislation, best practice and adhere to the University’s Health and Safety Policy, maximising the safety and protection of staff and users.
* Support adherence to security strategy and associated relevant related technical standards.
* Assist in ensuring portering and post SOP’s are continuously reviewed and updated, in line with best practice and are as cost effective as possible.
* Support key campus events.
* Assist in the delivery of the Waste Management Strategy.
* Keep abreast of new standards and best practice.
* Provide appropriate cover for Facilities & Security staff as necessary.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

**Main Work Activities**

**Communication**

* Report faults, defects and damage.
* Complete and maintain accurate records utilising Planon our Facilities Management IT system for which full training will be given.
* Liaising with staff across the University
* Deal with enquiries from staff, students and visitors
* Act as a steward at degree ceremonies and Events, Open Days and conferences.
* Occasionally operate the University switchboard/reception when required

**Teamwork and Motivation**

* Under the guidance of a Technician or Senior Technician, where necessary provide day-to-day support to other members of staff including members of staff new to the work area.
* Work flexibly across both Portering and Security.
* Work as part of a team to assist with clearing of snow/ice in winter and the spreading of salt/sand on roadways, car parks and paths.
* In the absence of the Line Manager take responsibility for implementing fire or incident procedures.

**Service Delivery**

* Carry out a range of portering/security tasks to a set standard to include the following:
	+ Undertake general portering of furniture, goods and equipment including audio visual.
	+ Maintain the security for all staff, students, visitors and property of the University.
	+ Collect, receive, sort and deliver the University mail, both letters and parcels, as required.
	+ Set up furniture and equipment for meetings, lectures and special functions.
	+ Responsible for opening and securing buildings as required.
	+ Collection/delivery of confidential waste.
	+ Removal of waste effectively, recycling materials and using skips.
	+ Movement and logging of lost and found property and equipment for disposal/recycling.
	+ Responding to work requests promptly, using CAFM or similar ICT systems/devices.
	+ Undertake basic maintenance tasks including disassembling and assembling furniture, putting up notice boards and name plates, plunging sinks etc.
	+ Ensure building entrances are kept clean and free from obstruction and undertake general cleaning duties.
	+ Respond to emergency requests for cleaning of premises/grounds (including vomit and other bodily fluids and bodily waste), disposing of the waste appropriately.
	+ Complete basic maintenance/checks as directed by Technicians and Senior Technicians.
	+ Complete removal of rubbish and monitoring on the site.
	+ Willing to undertake other tasks related to the post as required.

**Work Environment**

* Deal with emergencies to set standards and procedures.
* Identify and report faults, defects or damage using existing procedures.
* Drive, load and unload vehicles, including chauffeuring University Officers/VIPs and occasionally make deliveries both local and long distance.
* Driving of University vehicles including, but not limited to; the Security vehicle, electric vehicles and grit spreaders, for which drivers are responsible for completing the mileage book, basic maintenance and fault reporting, valeting, cleaning and correct use of the University vehicle fire extinguisher.
* Attend/complete all mandatory/required training courses before the expiry date.
* Support fire alarm testing and equipment checks and keep accurate records.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, first aider, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices. This includes undertaking mandatory equality and diversity training.
* Comply with University regulations, policies and procedures, including wearing of uniforms and appropriate protective clothing.

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement

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| **Competency** | **Identified by** |
| **Knowledge and Experience**Can demonstrate the ability to understand effective working proceduresWilling to undertake training necessary for the post | **Application/Interview****Application/Interview** |
| Holds a full driving licence  | **Application/Interview** |
| Has a First Aid Certificate or willing to attain this Certificate | **Application/Interview** |
| Has health and safety and manual handling training or willing to be trained and capable of undertaking a range of manual handling duties including large and bulky itemsBasic ICT skills, maintenance skills.Capable of undertaking the physical aspects of the role | **Application/Interview****Application/Interview****Application/Test** |
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| **Communication (Oral)**Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Teamwork and Motivation**Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
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| **Service Delivery**Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| **Sensory and Physical Demands**Can demonstrate the ability to use tools, equipment and materials that require skills to perform the work, acquired through practice over a period of time. | **Application/Interview** |
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| **Work Environment**Can demonstrate the ability to recognise common hazards and risks. Takes appropriate action to avoid them and notifies the supervisor if necessary. | **Application/Interview** |