

**Job Description: Professional Service Positions**

|  |  |
| --- | --- |
| **College/School:** | *Estates and Facilities Management*  |
| **Job Title:** | *Team Member* |
| **Department/Subject:** | *Campus Services* |
| **Salary:** | *APM Grade 1* |
| **Hours of work:** | *Full Time 35 Hrs* |
| **Contract:** | Permanent |
| **Location:** | *This is a Dual Campus role and the post-holder will be required to work at both the Singleton Park Campus and the Bay Campus in line with Service Requirements and any other building from which Swansea University operates from.* |

|  |  |
| --- | --- |
| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information**  | Campus Services operate a wide number of facilities for our students, staff and customers at the University’s campuses at Singleton Park and The Bay. This is a multi-functional service role which includes working across teaching, event and hospitality services, including supporting the University mail services, cleaning and delivery of grounds services including outdoor working and manual handling duties, furniture and equipment moving and deliveries.Services are provided 7 days a week and working patterns will vary depending on business needs and will form any 5 days out of 7. The hours of work will be flexible worked on a rota basis and will include working evening and weekends as part of a rota. Due to the nature of the business operations there will be a requirement to work Christmas, Easter and Bank Holidays.This is an opportunity to join an established, and continually developing service, which will provide prospects for individual continuous development. |
| **Main Purpose of Post** | The main duties of the post are to work as part of the existing Campus Services Team delivering first class services to Students, Staff and Customers across our Services.All posts are customer facing and require excellent customer service and communication skills. As part of the Campus Services Team you will work as a team to deliver a high standard of services and be supported and encouraged to continuously improve both your own professional standards and the standard of services that we provide to our customer. The teams provide a range of services across a number of Services activities. Services will be provided 7 days a week and shift patterns will vary depending on the levels of business.All our posts cover a range of activities to include the following:1. Provide a range of high quality services for all our customers with a high regard for customer care.
2. On a daily basis ensure that facilities are appropriate and ready to meet customer needs/requirements and are maintained as such throughout the business day.
3. Ensure equipment and premises are maintained to a high standard.
4. Be aware of the all relevant policies in order to ensure a safe environment for customers and staff e.g. reporting of hazards to include as an example wet floors/faulty equipment.
5. Ensure all appropriate service guidelines and legislation is met.
6. Be an excellent team member and undertake work activities independently or as part of a team.
7. Undertake development and training as required.
8. A flexible approach to work patterns in line with service delivery requirements and 5 out of 7 day working rota.
9. To undertake manual handling duties which will include moving furniture, using lifting equipment, transporting equipment and furniture between sites.
10. Drive University vehicles and transport equipment between sites.
 |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies
2. To promote equality and diversity in working practices and to maintain positive working relationships.
3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
4. Any other duties at any University locations as directed by the Head of College / Department or their nominated representative expected within the grade definition.
5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy.
 |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality**We Work Together**         We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

**Experience:*** Ability to complete a wide range of manual handling activities, including lifting, lowering, pushing, pulling and carrying.

**Knowledge and Skills:*** Ability to work as part of a team and communicate effectively.
* Full Driving Licence

**Welsh Language:** Level 1 – ‘a little’ (you do not need to be able to speak any welsh to apply for this role)*e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).**Desirable Criteria:*** Ability to communicate in Welsh
* Customer Service Qualifications
* Previous experience of working within customer services
* Previous experience an advantage but not essential as full training will be given.
* Experience in a role undertaking manual handling activities
 |
| **Additional Information** | Informal enquiries: Leah Black – Campus Services Operations Manager – l.l.black@swansea.ac.uk *The University has an excellent record as an employer and we seek to support all our staff in their work life balance.***Hours:** The hours of work will be flexible worked on a rota basis and will include working evening and weekends as part of a rota. Due to the nature of the business operations there will be a requirement to work Christmas, Easter and Bank Holidays.**Annual leave:** 31 days per annum plus Bank Holidays depending upon your hours of work.**Uniform:** Provided.*The Job Description sets out the duties of this post as at the closing date. It has been graded as Operations and Facilities grade 1.**We are an equal opportunity employer aiming for diversity in our workforce* |

  