

**BPP Job Description**

**Job Title** Facilities and Services Officer

**Department** Facilities & Customer Services

**Location** London Shepherds Bush

**Contract type** Full time and permanent

**Hours of work** 37.5 hours per week

Mon – Thurs, 13:00 – 21:00, Fri, 10:00 – 18:00

1 x Saturday shift per month, 10:00 – 16:00 (overtime)

**Additional details** Centre-based position working Monday to Friday and must be flexible to work outside of normal hours as required to cover the opening hours of the centre as part of a rota, to including weekends, bank holidays, and evenings.

**Reporting lines** Direct report to Facilities and Services Manager/Facilities and Services Team Leader, Senior Centre Services Officer

**Job Purpose**

This is a multifaceted role, incorporating facilities and centre service responsibilities

alongside Health & Safety, IT and general day-to-day duties. This role presents an ideal

opportunity for individuals who are passionate about providing outstanding professional support

within the education sector, within a fast-paced environment. This is a varied role, and some aspects can be physically demanding, requiring the team to assist with manual tasks as well as covering all areas of a multi-floor building.

**Key Responsibilities**

* Open / Close the building and maintain security levels (building sweeps for people on site when closing etc)
* Management of reception desk and cover reception as part of a rota (to include weekends and evenings)
* Monitor and maintain a high standard of health and safety by undertaking regular building checks and resolving or reporting any issues that arise
* Maintain a high standard of service to the building users by proactively identifying areas requiring maintenance
* Provide an excellent level of customer service at all times, including handling ad hoc enquiries from building users and other customers in a professional and courteous manner, either resolving or referring on to others as appropriate
* Develop and maintain a trusted partner relationship with teams throughout the University and support administrative tasks that might be required
* Manage sufficient material stock levels in support of course demand
* Receive, document and dispatch goods and services including post
* Daily completion of documented room checks to ensure all equipment works, nothing is missing, classes are clean and in the correct configuration, and there are no broken or damaged tables/chairs
* Daily completion of documented building checks
* Act as the first point of contact for facilities/building issues (building management, landlord and contractors)
* Manage the Facilities Maintenance portal (log new reactive tasks, review jobs raised, monitor job progress)
* Carry out basic repairs and maintenance to building fabric and equipment
* Carry out basic PPM checks: fire alarm tests, fire extinguisher, lightning, fire doors etc.
* Act as Health & Safety contact, First Aider and Fire / Chief Fire Marshal
* Oversee annual H&S & Fire Audits and assist with Fire Drills and any other H&S-related matters; regular first aid box checks, defibrillator checks, site inductions
* Management of personal emergency evacuation procedures (PEEP)
* Provide a first-line response to classroom IT queries and troubleshooting issues and log issues with IT service desk
* Manage and invigilate on-site Computer Based Assessments (CBA); schedule and facilitate
* Supervise and assist cleaning and catering teams. Raise cleaning issues, advise on catering requirements etc. Provide support and manage refreshments for internal and external BPP events
* Report any safeguarding, compliance, data protection, student conduct and infosec issues to the relevant internal teams
* Carry out any administrative duties in support of the role: (printing and uploading class register, displaying relevant classroom change signage, creating and printing QR codes)
* Carry out documented security-related tasks: regular premises patrols, door code changes, reviewing and downloading CCTV footage, checking lanyards and QR scanning, challenging and reporting inappropriate behaviour, escalating security issues to management or local authorities
* Create and issue staff and students lanyards and ensure all staff and students wear lanyards whilst on site
* Be flexible and willing to work out of normal hours to deal with any ad hoc issues that arise and deal with them appropriately. Be prepared to provide holiday/sickness cover when required. This may include a change of timing or work location.
* Perform other duties that may be required to enable the Facilities Management Team to deliver its agreed service levels

**General Responsibilities**

* Be an ambassador for BPP both internally and externally communicating and promoting the vision and direction of the company with passion
* Demonstrate key desired behaviours appropriate to the role as agreed with the line manager/team leader
* Maintain high standards of work and professionalism at all times
* Work in partnership with other team members
* Support the line manager/team leader in business planning and budgeting activities
* Follow data protection guidelines and ensure customer confidentiality is maintained at all times

**Skills, experience & qualifications required – Essential**

* Demonstrable record of providing assistance within a facilities, property or retail environment
* Ability to take ownership of issues and associated responsibility for completing a task
* Well-organised with attention to detail and self-disciplined with the ability to prioritise under pressure
* Ability to work within a team environment as well as independently
* Great time management skills
* Ability to build and maintain strong stakeholder relationships
* Excellent oral and/or written communication skills, giving the post-holder the ability to deal confidentially with a range of people at all levels
* Competence in using standard IT programmes, e.g. Microsoft Word, Excel, and PowerPoint
* You must be proactive, highly motivated and adaptable to change

**Skills, experience & qualifications required – Desirable**

* Experience working with IT systems and able to troubleshoot basic IT issues
* Knowledge in Health & Safety with a qualification is preferred.