

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Building Care & Operations Assistant
<b>Reports to:</b>	Building & Visitor Services Coordinator
<b>Organisation unit:</b>	University of Manchester Library: Cultural Practices
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-CP-DC-A (209, Grade 2)

#### **Overall purpose of the job:**

- To deliver consistently high standards of building care and operations at the John Rylands Library (a Grade 1 listed building and one of the great libraries of the world), including contractor management, security, maintenance, cleaning and support for events and activities, with the aim of creating and maintaining remarkable spaces for researchers, learners, visitors and staff
- To help prepare and staff public and academic engagement activities and special events

#### **Key responsibilities:**

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To open and close the building to meet the operational requirements of the service, including the operation of alarm systems
- To direct and supervise maintenance staff and contractors to appropriate parts of the building
- To help develop and maintain good working relationships amongst staff and between staff and customers in an environment that is efficient, effective and customer friendly
- To participate in stocktakes of consumables in order to ensure supplies are maintained
- To carry out daily cleaning and waste management duties according to the Facilities Team rota, taking into account the needs of the historic building and specialist requirements where necessary including:
  - Clean JRL premises (including the external perimeter) and stock, including dusting, vacuum cleaning, sweeping, washing down and associated tasks, encompassing the cafe area when required:
  - Empty litter/waste/recycling bins
  - Check washrooms/toilets regularly, clean and disinfect them and replenish supplies, towels, etc.
  - Use appropriate powered equipment, e.g. vacuum cleaners, buffing and polishing machines
  - Collect and distribute laundry
  - Mop up leakages from taps, sinks, pipes, radiators, etc.

- To carry out all cleaning duties in compliance with local guidelines and within COSHH regulations
- To receive, sort and despatch post, parcels, boxes, etc.
- To prepare and rearrange room layouts and set up equipment as directed
- To move library stock, equipment, shelving, etc., including erection and dismantling
- To provide a high level of building security to local guidelines, in particular ensuring that appropriate systems are fully operational, reporting faults, acting on security reports, and being vigilant at all times against actual or potential security breaches
- To ensure the health and safety of customers and staff by working to risk assessment risk mitigators, e.g. training in fire marshalling, supervising visitors, reporting health hazards
- To keep the Building & Visitor Services Coordinator, Building Care & Operations Supervisor and other team members informed of incidents which impact on building and stock use, and to pass on updates
- To support events and activities at the John Rylands Library, such as conferences, lectures, workshops and meetings, ensuring that AV and IT equipment is correctly set up, spaces are cleaned and properly prepared, furniture correctly set out, and that event owners' requirements are complied with
- To assist in the work of all functions within the John Rylands Library, e.g. setting up exhibitions, facilitating tours or events, occasionally performing reception and retail functions when required
- To assist in the invigilation of Library spaces over a 7 day per week operation (including paid Bank Holidays)
- To staff out of hours events when required to do so
- To participate in a 7-day rota to cover shifts (including evenings, weekends and Bank Holidays) as required
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To ensure visibility for our customers you will be required to wear branded clothing provided by the Library
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

**Person Specification:**

Essential knowledge, skills and experience:

- Good customer care skills
- Experience of cleaning and portering work
- Ability to perform the manual duties attached to this role such as using powered machinery, lifting and carrying items of post or exhibition displays
- Ability to handle cash with accuracy
- Ability to communicate effectively both verbally and in writing (eg to relay messages)

- Ability to use standard Office IT software and hardware to fulfil the functions of this role, including Excel, Word and Outlook
- Experience of setting up AV and IT equipment for lectures, presentations, etc.
- Ability to interpret instructions and work without supervision in a position of trust (e.g. locking up)
- Willingness to undergo appropriate training
- Willingness to work on a 7-day per week rota, including Bank Holidays
- Flexible approach to work and adaptability to changing circumstances
- Understanding of health and safety issues
- Good team working skills particularly in relation to working collectively to achieve results
- Willingness to wear supplied Library branded clothing
- Hold or be prepared to apply for CRB clearance
- First Aid qualification or a willingness to work towards achieving this qualification

Desirable skills, knowledge and experience:

- Knowledge of working with listed buildings