

The University of Manchester

Job Description

Job title:	Building Care & Operations Supervisor
Reports to:	Building & Visitor Services Coordinator
Organisation unit:	University of Manchester Library:
Date:	January 2021
HERA:	MAPPs-UML-CP-DC-F (263, Grade 3)

Overall purpose of the job:

- To support the Building & Visitor Services Coordinator (BVS Coordinator) in ensuring consistently high standards of building care and operations at the John Rylands Library (a Grade 1 listed building and one of the world's great libraries), 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 provide supportive and motivational supervision and guidance for the Building Care & Operations team with their day-to-day responsibilities in accordance with agreed standards and operational requirements, ensuring that all activities within the JRL are fully supported and meet the expectations of the Library and its customers

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 work with the BVS Coordinator to develop and support the work processes of the Building Care & Operations team
- To assist the BVS Coordinator in the careful, day-to-day planning and delivery of facilities functions, ensuring that these are appropriate for a grade 1 listed building, assisting the BVS Coordinator with setting appropriate standards and operating procedures
- To assist the BVS Coordinator in the planning of staffing requirements ensuring that annual leave, sickness, operating requirements are considered and to oversee the daily rota
- To ensure, through supportive and motivational supervision and guidance of staff, that all facilities functions are carried out to the agreed standards and requirements whilst working alongside the team in undertaking daily operational tasks such as room set ups, portering and cleaning
- To assist the BVS Coordinator to ensure a high level of building security, in particular ensuring that appropriate systems are fully operational, resolving faults, and acting on security reports
- To deputise for the BVS Coordinator as required
- To assist with the induction, training, development of staff as agreed

- To ensure compliance and implementation of University policies and procedures, and specifically to monitor and ensure that relevant procedures in line with Health and Safety, COSHH, Manual Handling, PPE, Risk Assessments, Emergency Evacuation which are critical to the facilities functions within JRL are adhered to
- To monitor and manage stock supplies, liaising with suppliers and the Finance team
- To assist the BVS Coordinator with assessment and monitoring of individual performance including the quality of tasks
- To be a key point of contact for contractors, ensuring that the management of work is consistent and appropriate
- To be a lead liaison for events taking place at JRL, working with the Curatorial Practices Services Manager and the Exhibitions & Public Engagement with Research Manager to ensure that best practice is applied and staffing is appropriate
- 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 lead with conservation cleaning, maintenance, training and guidance
- To be a key holder and open and close the building to meet the operational requirements of the JRL
- To stand in for the Building Care and Operations Supervisor as required
- To support the objectives of the wider Curatorial Practices Services team, the Directorate and the Library
- To participate in a 7 day rota to cover shifts (including evenings, weekends and Bank Holidays)
- To staff out of hours events when required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To contribute to the delivery of a friendly, open and proactive customer approach
- To ensure that all work delivered is professional and sensitive to the people and surroundings of this visitor attraction and working library
- 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:

- Educated to GCSE level A-C in Maths and English or equivalent
- Experience of working within facilities management in a customer facing environment
- A good understanding of health and safety issues including conducting risk assessments

- Experience of successfully supervising staff, co-ordinating work activities and training staff on the job
- Good communication skills, demonstrating an ability to deal with a wide range of people
- Flexible and responsive to customer needs and able to provide information, advice and guidance
- Experience of working in a team environment and able to support colleagues in the delivery of objectives
- Good organisational skills and able to prioritise work in a busy environment and meet deadlines
- Demonstrate the ability to identify problems and resolve issues effectively
- Good IT skills with experience of using Excel, Word and Outlook
- Experience of setting up AV and IT equipment for lectures, presentations, etc.
- IOSH Managing Safely or a willingness to work towards achieving this qualification
- First Aid qualification or a willingness to work towards achieving this qualification
- Knowledge of working with listed buildings