



JOB DESCRIPTION

Job Title:	Residential Facilities Assistant – Contracts and Facilities
Department / Unit:	Commercial Services
Job type	Permanent – full time
Grade:	3
Accountable to:	Assistant Residential Contracts and Facilities Manager and Senior Residential Advisors – Contracts and Facilities
Accountable for:	N/A
Purpose of the Post	
<p>The Residential Assistant is responsible for the delivery of a range of services across the residential halls to provide a safe and functional environment for our residents and visitors.</p> <p>The post holder is part of a team that will work closely with the Contracted Services and Residential Advisers to ensure that the supplied hard services, building safety systems, fabric and fittings of the Halls of Residence are in working order, fit for purpose and ready for letting.</p> <p>The post holders will through planned and reactive inspection - log faults, safety exception faults and fabric condition.</p>	
Key Tasks To achieve this the post holder will.....	
Role Specifics	
<ul style="list-style-type: none"> • To carry out regular Fire Safety Checks in Residential buildings, as per the procedures and log findings exceptions on the KxInspections system. • To carry out periodic inspections of bedrooms, bathrooms, communal and external areas using the KxInspections system. • Assist when required with the movement of linen, cleaning material trolleys, deliveries, etc. • When required to move furniture, furnishing, equipment, store items using suitable trollies etc. • Maintaining the appearance, posting and removal of notices to notice boards and the posting and removal of notices from other locations as per established standards and procedures. • To log any defects across the residential areas through the KxInspections system and to follow up that action has been taken. 	

- To triage requests for maintenance and services across the residential buildings both internal and external areas and when possible deal with the request or log the request for specific trade or contractor to attend.
- To log, communicate and help prioritise customer requests as per the established operating guidelines using College systems.
- Efficiently process information and services from the internal computer systems (e.g. Outlook, Kinetics, Footprints PLANET) in conjunction with the appropriate personnel and departments.
- To carry out minor repairs/modifications/battery changes to the door hotel style locking system (Miwa)
- To ensure allocated master/sub master keys are logged and that appropriate control and recording systems are followed and logged as per the established key control protocols/procedures.

Customer Focus

- To acknowledge, act upon and log customer feedback to facilitate service improvements.
- Take an active role in the exchange of ideas and development of the Residential Services team.
- Have excellent product knowledge and map locations of services, facilities and opening hours throughout campus, be aware of events on campus.
- Communicate and where necessary, escalate issues through appropriate channels and inform the customer of that action if appropriate.
- To deal with sympathetically any direct requests for pastoral care and welfare from students and visitors and signpost to the relevant areas of support through the Residential Team Leader/Manager.

Legislative and Compliance

- To ensure compliance with all relevant Health and Safety regulations.
- To be aware of and comply with legislation and College policies relevant to the work place.
- To comply with health and safety regulations and safe systems of work, taking remedial action as necessary.
- To be compliant with the College's policies for Data Protection relevant to the role

Demands of the Role

- The role will require the post holder to be flexible with working hours to respond to business needs which will require shift and weekend working as agreed with your team leader/manager.

Other Duties

- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.
- Commercial Services operate a "one team" approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach
- The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.
- The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Colleagues within Commercial Services
- Other Professional Services teams
- Academic Staff
- External Suppliers and Organisations
- Customers (student, staff and visitors)