Job Description: Handyman / Facilities & Grounds Assistant

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| Function: | **Universities** |
| Position: | **Facilities & Grounds operative**  |
| Job holder NAME: |  |
| Start Date (in job since): |  |
| Immediate manager(N+1 Job title and name): | Assistant Facilities Manager  |
| Additional reporting line to: | Assistant Operations Manager  |
| Position location: | University of Greenwich PFI – Avery Hill Campus |
| Contract Hours:  | 40 hours weekly |
| Hours rates: |  |
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| **1. Purpose of the Job** |
| Avery Hill Developments is a 30-year PFI based contract at the University of Greenwich Avery Hill Campus in Eltham, South East London. Sodexo manages the hard and soft services for our client across the 664-bed en-suite accommodation blocks and catering facilities located in the Dome building. The contract activity is divided between the 10-month academic term-time and the 12-week summer let programme.The **Facilities & Grounds Assistant** will provide operational support in facilities management and housekeeping services, ensuring cleanliness, maintenance, and compliance with health and safety standards. This role requires flexibility, teamwork, and an ability to perform both reactive and planned maintenance alongside cleaning and housekeeping duties.* Reporting to the Deputy Facilities Manager & Operations Manager at Avery Hill PFI, you will be responsible for offering support for the day-to-day operational delivery of FM services, to the agreed specification and in line with statutory requirements.
* To provide and ensure the highest levels of reactive maintenance, water treatment, waste management and Health, Safety, Environment & Quality, in line with Sodexo’s standards within the service specification as directed by the Facilities Teams.
* Working within tenanted accommodation and meeting individual needs of tenants, including being responsible for the Health & Safety and wellbeing of the students within your specified working area.
* Providing support on Open days. During the summer let, your hours will change to suit the summer school services.
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| **2. Dimensions** |
| Characteristics | 664-bed student accommodation |
| Handman / Facilities & Catering assistance, as part of the contract specifications. Provide flexible tasks in other areas when required. |

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| **3. Organisation chart**  |
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| **4. Context and main issues** |
| * To deliver a consistent level of service, within the Company’s standards, to the contract specification and agreed performance.
* Comply with all company & client policies and statutory regulations relating to safe systems of work, HSEQ, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace.
* To abide by Sodexo terms and condition as stated in your contract.
* To maintain clean working environment at all times, with special regard to hygiene.
* Demanding, flexible and ever-changing work environment.
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| **5. Main assignments** |
| **Facilities & Grounds Assistant*** Act as a Competent Engineer for water management at the site and ensure compliance with ACOP L8 and industry good practice.
* Liaise with the Facilities Team in order to ensure that shower descaling and flushing for all the outlets classified as “low usage” in student accommodation and The Dome are conducted daily, as directed by the Deputy Facilities Manager & Operations Manager.
* Ensure that the required forms for water quality and treatment are handed out to the Deputy Facilities Manager at the end of the shift.
* Have full working knowledge of all descaling equipment, materials and agents and use descaling equipment as directed by the Deputy Facilities Manager, only after adequate COSHH training has been given.
* Ensure the upkeep and maintenance of the grounds managed by the Avery Hill PFI – e.g. daily litter picking, sweeping up leaves, marking parking bays etc.
* Be responsible at all times for mitigating the effects of adverse weather conditions affecting access to and egress from the premises and within site boundaries, e.g. salting paths, clearing snow etc.
* Liaise with the rest of the facilities team and ensure that the waste storage areas are inspected on a weekly basis, at the rate specified by the Deputy Facilities Manager.
* Ensure that the waste is segregated accordingly, and cross contamination cases are reported.
* Acting as a Porter when required for the accommodation flats – Helping to replace white goods and furniture in the resident flats.
* Liaise with the Facilities Team by ensuring that company vehicles are maintained in good order, records are regularly updated, and Transport compliance requirements (legal & company) are maintained.
* Undertake and support in manual handling tasks, when required.
* Ensure that the fire alarm testing is conducted on a weekly basis.
* Attend all nominated training courses, both in-house and external, to meet the development needs of the post and post holder and carry out the job role efficiently.
* Ensure that reactive maintenance jobs are being attended and completed by repairing any defects which are reported by students or staff through e-mail, phone or in person, via Help Desk.
* Ensure that any maintenance report that cannot be rectified is liaised with the Facilities Team in order to be issued to the appropriate engineer.
* Keep work areas tidy and safe and report any hazard, accident, loss or damage, in line with agreed procedures.
* Report any safety hazards or inappropriate compromises to the Deputy Facilities Manager (e.g. electrical supply not working, flooring in bad condition, shower head missing etc.).
* Conduct checks and inspections in student accommodation, when required. Report, record and rectify any damages in the buildings.
* Report and record any near-misses, when spotted and take immediate action, if required.
* Deal with any complaints by immediately reporting them to the Deputy Facilities Manager.
* Conduct and report safety walks, as specified by the Deputy Facilities Manager.
* Wear any items of personal protective equipment, as specified by the Deputy Facilities Manager.
* To fulfil any reasonable management request, as directed by the Deputy Facilities Manager.
* Support open days and summer let activities with adjusted working hours as needed.
* Provide cover in other areas when required due to sickness or holidays.

**Catering*** To support catering when requested.
* Support catering cleaning friers on a weekly basis.
* Receive catering deliveries and store on the appropriated location allocated by the Catering Supervisor.
* Assist with hospitality deliveries when required.
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| **6. Accountabilities** |
| * Promote a friendly working relationship with colleagues.
* Promote a good company image to customers and guests by using positive customer service practice.
* Compliance with Sodexo policies and procedures.
* Service innovation, development and progression.
* Strong work ethic, leading by example.
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| **7. Person Specification** |
| ***ESSENTIAL**** Effective communication skills with customers, clients, and staff.
* Ability to work under pressure and meet performance criteria.
* Positive attitude toward learning and professional growth.
* Self-motivated with the ability to take initiative.
* Strong team player.
* Flexible approach to work shifts, including adjustments during out-of-term periods.

***DESIRABLE**** Experience in a similar accommodation environment.
* Familiarity with Sodexo policies and procedures.
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| **8. Competencies** |
| * Business Growth
* Quality of Services provided
* Client & Customer Satisfaction
* Support Sodexo Brand
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