

Job Description:

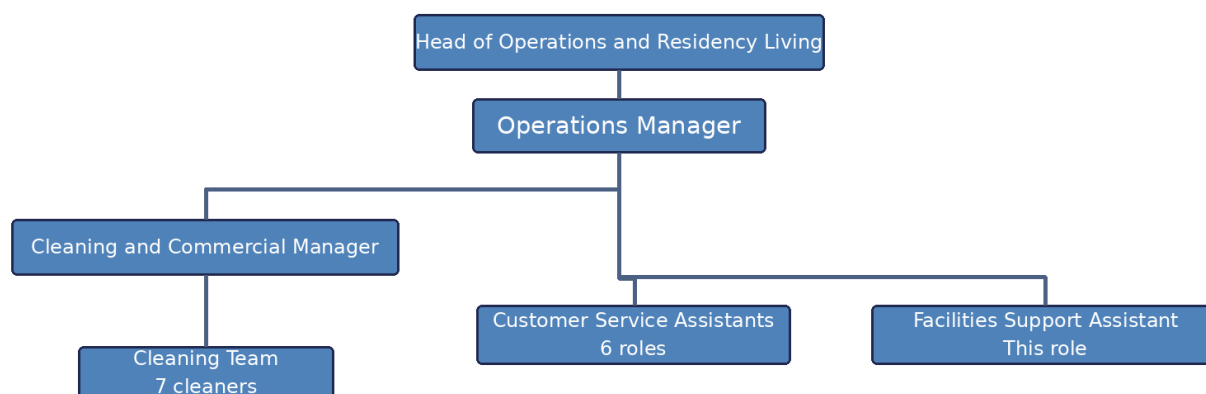
Facilities Support Assistant

Function:	Universities
Job:	Facilities / Accommodation Operations
Position:	Facilities Support Assistant (Weekends)
Hourly Rate	£13.00 per hour
Shift Pattern:	Saturday and Sunday, 08:00–18:30
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager
Additional reporting line to:	Head of Operations and Residency Living
Position location:	Trinity Square Student Accommodation, Gateshead

1. Purpose of the Job – State concisely the aim of the job.

- To maintain a clean, safe and welcoming student accommodation environment through scheduled water flushing, groundskeeping, basic cleaning, caretaking and site presentation duties, while supporting Trinity Square Café and the wider accommodation team.

2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Carry out water flushing in accordance with the approved site schedule, safe systems of work and water hygiene requirements; record tasks and escalate missed or non-compliant checks.
- Follow health and safety, food hygiene, manual handling and COSHH procedures, report site hazards promptly and refer welfare or security concerns to the appropriate team.

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Carry out scheduled water flushing of designated taps, showers and other outlets in accordance with the approved site programme, including vacant or low-occupancy accommodation where required.
- Record flushing accurately on the designated sheets or electronic system at the time of completion; report inaccessible rooms, missed tasks, damaged fittings, poor water flow or other concerns promptly.
- Support water hygiene compliance by following relevant site instructions and escalating exceptions; do not undertake specialist water treatment, sampling or repairs without appropriate authorisation and training.
- Maintain the external grounds, podium, entrances, pathways, courtyards, bicycle storage areas and other shared outdoor spaces to a consistently clean and presentable standard.
- Carry out routine litter picking, sweeping, removal of small debris and safe clean-up of spills; identify and report fly-tipping, pest activity, sharps or other hazardous waste for appropriate action.
- Support waste and recycling management by keeping bin stores tidy, positioning bins as instructed and reporting overflowing, damaged or uncollected containers.
- Assist with seasonal site presentation tasks and winter maintenance, including gritting and snow clearance of designated areas, where trained and authorised.
- Undertake routine basic cleaning of shared internal areas, including corridors, entrances, stairwells, lifts, laundry rooms and communal facilities; complete sweeping, mopping, wiping touchpoints, spot cleaning and replenishment of consumables as directed.
- Respond to routine spillages, litter and localised cleanliness issues promptly; use approved products, equipment and PPE, follow COSHH procedures and escalate specialist or hazardous cleaning requirements.
- Identify and report building defects, leaks, damaged fixtures, trip hazards, lighting failures and equipment faults using the approved maintenance reporting process.
- Complete basic non-specialist maintenance or replacement tasks only where specifically trained, authorised and equipped to do so.
- Support the day-to-day operation of the Trinity Square Café, providing welcoming customer service, serving food and drinks and using payment equipment in accordance with training.
- Keep café tables, counters, utensils, appliances and food preparation surfaces clean; replenish cups, cutlery, napkins and other consumables.
- Complete and record required refrigeration and food storage temperature checks; check dated stock and record or escalate food waste and expiry issues in accordance with café procedures.
- Report café equipment faults and stock shortages promptly and ensure café work areas are left clean, tidy and ready for the next shift.
- Provide practical support during student arrivals and departures, room preparation, commercial stays, open days and other periods of high operational demand.
- Offer courteous directions and assistance to students, visitors and contractors, referring requests or welfare concerns to the appropriate reception, security or management team.
- Maintain accurate task records, compliance logs and daily handovers, communicate any outstanding work and follow instructions and priorities set by the Operations Manager.
- Work collaboratively with the CSAs, cleaning team, security colleagues, contractors and other site colleagues while respecting each team's responsibilities.
- Complete all mandatory training, use appropriate PPE and follow Sodexo and Northumbria University policies, including health and safety, food safety, data protection and incident escalation.

5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Deliver water flushing tasks and associated compliance records accurately, on time and in line with approved procedures.

- Maintain consistently high standards of basic cleaning, internal communal areas, grounds presentation and waste management.
- Provide safe, hygienic and welcoming support to the café operation and its customers.
- Proactively identify, report and escalate defects, hazards and incomplete tasks so that corrective action can be taken.
- Contribute to a positive student experience and effective teamwork across the accommodation operation.

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Experience of practical caretaking, cleaning, facilities support, groundskeeping or a comparable hands-on role.
- Ability to follow written instructions, planned schedules and safe systems of work, including accurate record keeping.
- Good attention to detail, with the ability to spot hazards, defects and hygiene issues and report them promptly.
- Ability to organise tasks independently, prioritise competing demands and complete work with minimal supervision.
- A customer-focused, friendly and professional approach to students, colleagues and visitors.
- Basic IT or mobile-device skills for completing logs, receiving instructions and reporting faults.
- Willingness and ability to carry out physical duties, including working indoors and outdoors in varying weather, with appropriate reasonable adjustments.
- Willingness to undertake training in water hygiene procedures, manual handling, COSHH and food safety as required.

Desirable

- Experience of scheduled water flushing, water hygiene logs or compliance-related checks.
- Experience of grounds maintenance, waste management or working in student accommodation.
- Experience of café, retail or hospitality service, food handling and temperature monitoring.
- Relevant training in first aid, food safety, COSHH or health and safety.

7. Management Approval – To be completed by document owner

Version	1	Date 14/10/2026	October 2026
Document Owner	Operations Manager		