Building Assistant

Professional Services,
English Language Teaching Centre
Overview

The Building Assistant is a key role in supporting the ELTC’s various activities, including teaching, examinations and special events. You will join a large team responsible for the administration of ELTC courses and services. A high standard of customer care is vital, always ensuring a high standard of service along with excellent communication skills and the attention to detail.

The Building Assistant will undertake activities in relation to changing and moving furniture and equipment layouts within rooms at ELTC, according to instructions from course leaders, for events such as meetings, examinations, conferences, open days and other events. This will include carrying out an initial assessment of the task required to ensure safety of self and others and prevent damage to furniture, equipment and premises. Subsequently, they will return classrooms to normal layout as requested after events.

The Building Assistant will assist with monitoring the reception of evening class students, tidying and maintenance of classrooms, closing and securing the building. They will be required to work at all times in accordance with departmental standards and procedures and provide high levels of customer care. You will work in conjunction with staff members at the ELTC and colleagues across the campus to ensure the smooth running of the department.

Person Specification

You should provide evidence in your application that you meet the following criteria. We will use a range of selection methods to measure your abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

The University of Sheffield is proud to be a Disability Confident Employer, we commit to recruit and retain disabled applicants and support positive action. We encourage disabled people to apply for our jobs and to have the opportunity to demonstrate their skills, talent and abilities at the interview stage. We commit to offer an interview to disabled applicants who meet the minimum criteria for the job. For further information on the Disability Confident Scheme, please follow the link.

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<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<td>1. Customer service skills and the ability to communicate with a range of staff, students and others.</td>
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<td>X</td>
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<td>2. Ability to use initiative to be able to resolve unexpected minor problems in designated building.</td>
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<td>3. Ability to handle difficult situations and deal appropriately with aggressive/emotional individuals.</td>
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<td>4. Excellent communication and interpersonal skills.</td>
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<td>5. Ability to deal patiently with people whose first language is not English.</td>
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<td>6. Ability to give clear and concise instruction to others.</td>
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<td>7. Ability to forward think and take corrective action to prevent problems and issues arising.</td>
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<td>8. Ability to review work related issues and problems and identify corrective measures, referring to line manager where necessary.</td>
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<td>9. Ability to organise resources, assign tasks and prioritise activities</td>
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<td>10.</td>
<td>Able to work without close supervision and to tight deadlines, while prioritising own workload.</td>
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<td>11.</td>
<td>An interest in diversity and equality.</td>
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<td>12.</td>
<td>Excellent knowledge of University premises and surrounding area, including the location of departments, staff, fire escapes and alarms.</td>
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<td>13.</td>
<td>Basic knowledge of IT required to be able to view the University room booking system and trace addresses using the internet and send/receive emails.</td>
<td>X</td>
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<td>15.</td>
<td>Knowledge of emergency procedures for designated building.</td>
<td>X</td>
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**About the Team**

The English Language Teaching Centre (ELTC) is a section of Academic Services responsible for the provision of language courses and language support to international students. The ELTC is one of the largest university English language centres in the UK, is accredited by the British Council and is authorised by Cambridge English as an exam centre.

You will join a large friendly team of staff in a very busy, student-focused environment. You can find out more about the department by visiting our [website](#), [Facebook](#) page, [YouTube](#) videos and [Twitter](#) feed.

**Job Description**

**Main Duties and Responsibilities**

- Working hours will be from 1pm to 9pm, Monday to Thursday and 10am to 6pm on Friday's. There will be a need to work on some evening weekends.

- Answer queries from students, staff, visitors, contractors and general public, in a polite and courteous manner, ensuring an excellent service is given.

- Undertake activities in relation to changing and moving furniture and equipment layouts within rooms at ELTC, according to instructions from course leaders, for events such as meetings, examinations, conferences, open days and other events. This will include carrying out an initial assessment of the task required to ensure safety of self and others and prevent damage to furniture, equipment and premises. Return classrooms to normal layout as requested after events.

- Proactively respond and take ownership of day-to-day building operations issues as they arise and provide a first line response to ensure issues are resolved. This will include liaising with the property owners and the University Estates Department.

- Maintain contact with building occupants throughout own work area and work with colleagues to improve services and resolve any operational issues in the work area.

- Undertake activities in relation to building security. This will include, locking/unlocking and alarm setting, ensuring specific rooms not in use are locked and regularly patrolling buildings, checking access points and student, staff, visitor and contractor ID/passes. Report suspicious activity or persons to the University Emergency Control Room providing a full description.
• Maintain a presence at the building entrance overseeing arrival of students for evening classes. Ensure students and staff sign the out-of-hours book or class register on arrival.

• Prioritise own work and allocate straightforward tasks to/collaborate with other ELTC colleagues as appropriate, in order to maintain the efficient, effective and safe operation of the building.

• Collect and dispose of waste in accordance with University policies and guidelines, ensuring waste is disposed of correctly.

• Respond to accidents and near misses and provide first aid in accordance with level of training. Ensure all accidents and near misses are reported and recorded in accordance with University policy.

• Act as point of contact for lost and found property enquiries, ensuring any found items handed in are stored securely in reception, logged and forwarded to the central point if not returned to owner.

• Undertake activities to ensure the health and safety of building users. Such activities may include, maintaining first aid supplies and replenishing consumables and ensuring escape routes remain free of obstacles and combustible items.

• Assist in the development of standard operational procedures for own work activities and those of the buildings. To review these as and when required and to ensure that the relevant line manager is informed of any changes or improvements to the procedures as and when needed.

• As a member of our Professional staff you will be expected to demonstrate a commitment to the professional behaviours set out in the Sheffield Professional Framework. Please follow this link for further information: Sheffield Professional Framework.

• Any other duties, commensurate with the grade of the post.

• As a member of staff you will be encouraged to make ethical decisions in your role, embedding the University sustainability strategy into your working activities wherever possible.

**Reward Package**

**Terms and conditions of employment:** Will be those for Grade 3 staff.

**Salary for this grade:** £20,761 - £21,630 per annum. Potential to progress to £22,662 per annum through sustained exceptional contribution.

**This post is** open ended.

**This post is full-time:**

• This role has been identified as a full-time post. Working hours will be from 1pm to 9pm, Monday to Thursday and 10am to 6pm on Friday’s. There will be a need to work on some evening weekends.

If you join the University you will have access to a Total Reward Package that includes a competitive salary, a generous Pension Scheme and annual leave entitlement, as well as access to a range of learning and development courses to support your personal and professional development. You will have access to your own personalised portal where you can also access a comprehensive selection
of benefits and offers to suit your changing lifestyle needs, for example financial wellbeing, travel options, shopping and cinema discounts.

The University is committed to tackling the global climate emergency. Our sustainability strategy forms an integral part of all we do. We strive to embed this in all areas of university life, from our students’ education, the globally impacting international research we contribute, to campus life.

We aim to empower staff to work sustainably by giving them the knowledge to make ethical decisions at work and home. Staff have the opportunity to be involved in impactful sustainability projects through the nationally recognised Green Impact scheme.

Staff have access to excellent green benefits including the cycle to work scheme with discounts and free secure bike storage, as well as many greener choices across campus.

If you have an interest in this area, the university will strive to passionately support you in these commitments. Check out www.sheffield.ac.uk/sustainability for more information.

The University of Sheffield recognise the importance of creating a positive environment, whereby all staff feel able to talk openly and with trust about wellbeing and mental health.

Our Staff Wellbeing offer, encourages and supports staff to maintain their own positive health and wellbeing through a range of accessible, inclusive and supportive services and activities.

Our leadership development has been designed to ensure that our leaders have the knowledge, skills and behaviours needed by the University.

Inclusion at Sheffield is everyone’s responsibility. Our vision is to build a University community that actively attracts, engages and develops talented individuals from many different backgrounds.

We are proud of our award-winning equality, diversity and inclusion action, and we continue to work to create a fully inclusive environment where everyone can flourish.

To find out more about the benefits of working at the University, visit www.sheffield.ac.uk/jobs/benefits

Selection – Next Steps

Closing date: For details of the closing date please view this post on our web pages at www.sheffield.ac.uk/jobs

Following the closing date, we will contact you by email to let you know whether or not you have been
shortlisted to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

It is anticipated that interviews and other selection action will be held in October. Full details will be provided to invited candidates.

For more information on our application and recruitment processes visit www.sheffield.ac.uk/jobs/application-tips

**Informal enquiries**

For informal enquiries about this job and the recruiting department, contact: Katie Walker on katie.walker@sheffield.ac.uk.

For administration queries and details on the application process, contact the lead recruiter: Sara Narayan on s.l.narayan@sheffield.ac.uk.

For all online application system queries and support, visit: www.sheffield.ac.uk/jobs/faqs

**Creating a remarkable place to work**

We build teams of people from different heritages and lifestyles from across the world, whose talent and contributions complement each other to greatest effect. We believe diversity in all its forms delivers greater impact through research, teaching and student experience.

We are consistently ranked in the top 100 of the world’s universities, but there’s so much more to us than that. By joining the University, you will be joining award-winning teams and departments who are all working together to make the University of Sheffield a remarkable place to work.