

|  |  |
| --- | --- |
| **Job Title** | **General Assistant (Porter)** |
| **School / Service** | **Facilities Management** |
| **Grade and Salary Range** | **A** |
| **Location and Hybrid working status** | **Stratford/Docklands** |
| **Reporting to** | **Postroom and Portering Manager** |
| **Liaison with** | **Postroom, Residential Life** |
| **Contract type** | **Permanent, full-time** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT**

Estates and Facilities Services is a major support service within UEL. We are made up of seven key operational areas:

* Facilities Management
* Maintenance
* Print Services
* Projects and Estates Development
* Security and Emergency Response
* Space Management
* Sustainability

We pride ourselves on delivering a high-quality service and this is at the heart of everything we do - we provide a diverse range of services to keep the campuses running like clockwork. Our core day-to-day activities include keeping the campuses clean and in good working order, welcoming visitors, issuing parking permits and providing a range of postroom and portering services to suit our diverse mix of staff and students. We are also responsible for the strategic development of our estate and are focused on improving the quality of our facilities and optimising our space utilisation in the most cost-effective and environmentally sustainable way.

**JOB PURPOSE**

To provide an internal/external postal service, setting up rooms in required format, waste removal and use of compactor and mechanical equipment. To provide the university with a porterage service to include the delivery of bulky parcels and packets, relocation/disposal of unwanted furniture from offices.

**KEY DUTIES AND RESPONSIBILITIES**

# General Duties

* Carry out portering requests around the campus completing jobs within deadlines. Obtaining signatures and feedback progress.

* Carry out preparation and room set-ups for conferences/events, exams and meetings. Set rooms up according to provided room lay out plans

* Snow and ice clearing from campus pathways and roads as necessary (winter months). Ensure that all key walkways around campus are kept clear and safe throughout the day. Inform appropriate persons on salt and grit stock levels.

* Collect confidential and plain white paper from around the campus periodically and on demand. Store centrally for collection. Assist external contractor with confidential waste collections from offices

* Collect electrical goods from around campus for WEEE recycling as advised.
* Manual handling and distribution of heavy packet, parcels and furniture.

* Assist with deliveries such as post/parcels. This may include unloading and loading vehicles as required and subsequent distribution of delivered items

* Assist delivery drivers, give directions to drivers who are lost and attempting to deliver to other departments and facilities

* Compact/compress general and recycled waste euro bins as required. Ensure bins are presented for collection and returned to bin store area. Keep manual records of quantity of euro bins collected and tipped. Report to Senior Facilities Manager.

* Provide cover across all sites when operationally required.

* Ensure that duties given by Post room and Portering Manager, Senior Facilities Manager or Director of Estates Operations are carried out promptly or any problems encountered while carrying out duties are commutated effectively.

* Provide adhoc and temporary cover in the post room for the Post Room and Portering Manager or Chargehand as needed. Taking messages via phone or walk ins, signing for incoming mail or courier items and handing over at the end of such cover period.

* Take responsibility for and safeguard any keys issued.

* Identify and report through approximate channels any breaches in Health and safety, security, cleaning or maintenance which may be observed while conducting daily duties.

* To maintain a professional working relationship with other departments within the University of East London.

* To undertake training and personal development courses as advised

* To be clean and smartly dressed in the required uniform

* To pro-actively monitor Health & Safety within the premises to ensure compliance with University policy and procedures.

* Any other duties commensurate with the level of the post

* To actively promote University Policy in terms of Security and Personal Safety at all times.

* To work within the University’s Equal Opportunities Policy.

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Experience of portering and manual handling in a similar or related environment
* Experience of working in a team to plan and execute tasks

**Desirable**

* Experience working in an educational establishment or Hospitals
* Experience working in a busy multi building environment
* Working knowledge of post room
* Basic understanding of IT and electronic devices, such as tablets, smart phones laptops and basic applications such as MS Word, Excel, Outlook and Teams as well as saving files and documents to Sharepoint sites
* Basic maintenance skills to assist with simple maintenance tasks such as flat pack assembly or replacing wheels and castor of removal equipment

**COMPETENCIES REQUIRED**

* Ability to motivate self and others
* Good listening skills to adequately gauge and anticipate the needs of students, staff and visitors to the campus
* Good verbal and written communication skills to complete basic reports and check lists
* Motivated individual with good customer service
* Ability to use own initiative and escalate to Supervisors and Managers where necessary
* Flexibility and self-motivation with good organisation skills, ability to work with little direct supervision and to prioritise and problem solve tasks if necessary, on a daily basis
* Physical strength and endurance for loading and carrying parcels, boxes, sacks and moving large items of furniture on a daily basis
* Honesty and reliability, especially when handling valuable possessions such as sensitive documents, keys and access cards
* Flexible work ethic to cover varying times to include some early mornings, late evenings and weekends subject to business requirements
* Ability to work safely in accordance with UEL Health and Safety policy

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential criteria;**

* Good oral and written English
* GCSE or equivalent, vocational qualification

**Desirable criteria;**

* Health & Safety qualification
* Manual Handling qualification
* Driving licence

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!