



Job Description

Job Title: Campus Support	Grade/ Level: K	Post Number: SBC_11688
Directorate: Enabling Services	Job Family: Business Support & Resilience	Date Prepared: February 2023

Role reports to: Campus Manager

Job Purpose:

- **Responsible for the day-to-day direction and work priorities of the Campus Support team.**
- **Provide a high standard of service to customers & colleagues enhancing the Department's image and reputation.**
- **Daily Management of post incoming & outgoing.**
- **Weekly & monthly compliance testing across campus**
- **On site support for Fire Alarms and Incidents**
- **On Site support for Campus events and activities**
- **On Site support for Campus repairs & maintenance**

Key Accountabilities:

1. **Implement the delivery and development of Campus Management for internal and external customers in accordance with Service objectives and council pledges.**
2. **Management of the FM inbox- acknowledging, reporting, planning and ensuring rectifications of issues reported.**
3. **Complete orders and raise invoices as required to maintain service**
4. **Ensure Campus office spaces are in order, fit for purpose and maintained, including locker administration.**
5. **Contractor sign in, engagement and accountability for campus works.**
6. **Conduct minor repairs and office moves as requested.**
7. **Scan incoming post and email to designated service inbox.**
8. **Daily operation of franking machine, and mail & parcel sorting.**

Supplementary Accountabilities:

In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Knowledge and Experience:

- **GCSE qualifications A-C in English and Maths, or equivalent experience in working in a support capacity for office sites**
- **Relevant experience and knowledge within postroom or facilities services**
- **Proven organisational and IT skills**
- **Able to lift or move heavy/bulky items in accordance with health and safety guidance.**

Decision Making:

- **Ability to prioritise resources to deliver cost effective service**
- **Can make effective decisions quickly and able to act on own initiative in order to resolve problems**
- **Proven results obtained through team work and individual effort**

Contacts and Relationships:

- **Demonstrate abilities as a team member and good working relationships with colleagues at all levels**
- **Possess developed interpersonal skills and able to adapt different approaches to a wide variety of customers**

Creativity and Innovation:

- **Support & review ways of working to identify opportunities to improve the work of the team**
- **Demonstrate an enthusiastic approach and constantly strive for improvements to performance and service**

Job Specific Competencies:

- **First Aid**
- **Driving Licence?**