JOB TITLE: CUSTODIAN
REPORTS TO: SENIOR BUILDING SERVICES TECHNICIAN

Background

Cambridge Judge Business School (CJBS) is the provider of world-class business education in the form of its MBA and Executive MBA programmes, MPhil programmes as well as the PhD programme and some undergraduate teaching. The School has an extensive Executive Education programme as well as a number of Centres. There is a large and growing events calendar with many conferences, speakers and other networking events taking place in the evenings and at the weekends.

The main School building is listed. Behind the façade of the original Addenbrooke’s Hospital, the interior of the building is a dramatic and modern design which presents particular challenges to the Facilities Team. The School has office accommodation, three lecture theatres, 10 seminar and meeting rooms, a common room providing a social and meeting space as well as student project and syndicate rooms, an information centre and a computer lab. The School also occupies three floors of the neighbouring Keynes House along with five houses in Trumpington Street.

All users of the School have high expectations, which if not met can result in a decline in our reputation and a loss of revenue.

The role holder is part of the Facilities Team, who manage the building and provides all central services to the School and its staff, students and guests. In total there are 800 regular authorised users of the building who have access at all times (365 days a year, 24 hours a day). The figure of 800 does not include delegates attending conferences, meetings and Execute Education events at the School. The School’s current plans for growth and development have a considerable impact on the Facilities team with the resulting additional pressure on existing facilities and services.

The role

MAIN RESPONSIBILITIES

Cleaning

• Day-to-day supervision of the contract cleaning team ensuring cleaning is completed to the required standard and any special requirements are undertaken.
• Spot cleaning and dealing with spillages to include body spillage in line with agreed method statement.
• Cleaning of seminar, meeting rooms, lecture theatres, and other areas as required to support the contract cleaning team or during periods the team is under staffed or outside of their service hours.
• Returning all crockery, cutlery and catering equipment left in meeting rooms to the catering department as necessary.
• Ordering cleaning consumables where required in line agreed with purchasing procedures; checking deliveries are correct.
• Clearing rubbish and leaves from the externals grounds of School's buildings including car parks and litter around external bins.
• Cleaning low-level windows/window sills and doors specifically in Trumpington Street and as necessary in other buildings.
• Clearing snow from entrances and paths leading to the building as required and lay salt to prevent icing as required.
• Onsite supervision of window cleaners using various systems – long reach cleaning and traditional.
• Waste disposal - ensuring contract cleaners dispose of waste according to established procedure, moving waste wheelie bins, supporting the contract cleaners in removing waste from building.
• Dealing with contractors when on site to include sign in, health and safety and fire induction - contractors include: sanitary disposal and confidential shredding company.

Security

• Disarming and arming access control system and checking any problems arising. Investigating alarm activations. Using monitor access and intruder alarm system to activate and check alarm systems.
• Checking windows and doors for safety, periodically checking ID and challenging strangers, escorting unauthorised persons off site in liaison with University security and the police if required. Reacting to security alerts and being generally aware of potential security issues around the building e.g. abandoned bags and the implications of these situations.
• Liaising with visitors at all levels from contractors to academic guests; directing and assisting all with efficiency and courtesy.

Rooms

• Opening and securing rooms as required by the events and teaching schedules. Checking rooms are set up as requested on the meeting room manager system or by email and rearranging and resetting furniture as necessary. Checking supplies of flip charts and pens and adding additional equipment as required by meeting room manager system and user emails.
• Checking IT and AV equipment is working in line with agreed check list ready for lecturers, meetings events etc. and responding to simple queries out of hours.
• Ensuring the Common Room is set up and cleaned for the day, collecting and displaying daily papers in the common room and ensuring old papers are removed and recycled in red bins.
• Liaising with the Senior Building Services Technician, Reception team, Events team and Facilities Manager regarding room use.
Maintenance

- Minor maintenance in liaison with the Senior Building Services Technician e.g. putting up shelves, furniture repairs and assembly, plumbing, decorating and putting up notice boards, pictures, dispensers, changing locks and replacing lamps.
- Working alongside the Senior Building Services Technician on more complex maintenance, covering some of the senior building services technician tasks during holiday or sickness.
- Ensuring equipment is in safe and working condition and taking the appropriate steps to make or arrange for repairs.
- Awareness of building management issues such as the location of major fuses, controls etc. in case of emergencies.
- Ability to use power tools safely for maintenance and repairs.
- On occasion, the role holder may use the Senior Building Services Technician's workshop after appropriate training and supervision and must work as instructed to avoid unnecessary risks.

Deliveries

- Sorting post deliveries into staff pigeonholes, liaise with central delivery building about larger deliveries and ensure they are brought to the School and delivered to their intended recipient.
- Handling large/heavy packages to their destination correctly using appropriate manual handling techniques.
- Supporting events catering as required by delivering (and collecting returns) as instructed.
- Dealing with access problems for deliveries.

Office moves

- The role holder (in line with colleagues where required) carries out most office moves under the management of the Facilities Manager or Senior Building Services Technician. This requires planning and negotiation to ensure minimum lifting and handling of furniture and ensuring office occupant’s needs are met.
- In the event that a move is so large it requires casual staff then the role holder will work with and oversee the completion of the moves to the agreed schedules.
- Liaising with IT to complete moves.

Health and safety and fire safety

- Assisting in fire alarm testing and reports all areas of health and safety concerns to the Facilities Manager or department safety officer.
- Acting as a fire warden and plays an active role in emergency procedures and evacuations.
- The role holder is on the emergency/key holder list held by University Security and is expected to attend to out of hours emergencies.
Reception cover

- Providing cover for the Reception team on main reception to cover breaks, annual leave and sickness cover, vacancy cover as necessary. As such the role holder will need to be trained and become familiar with reception systems and processes.

Parking

- Day-to-day monitoring of the department’s parking allocation, ensuring safe access routes are maintained and reporting breaches of parking allowances to the Facilities Manager.
- Dealing with out-of-hours car parking access issues.
- Monitoring deliveries to ensure the best access routes into the building and maintaining safe passage for building users.

Photocopier/printer and meeting room supplies

- The candidate orders photocopier/printer paper and flip charts, markers and other ancillary products or advises reception of the requirements that need ordering in line with facilities ordering procedure.
- The role holder arranges deliveries of paper stocks as required and stocking of all print rooms with paper supplies as required.

Other

- The above is only an outline of the tasks, responsibilities and outcomes required of the role. You will carry out any other duties as may reasonable be required by your line manager or the Facilities Manager.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

- No formal qualifications are required but the role holders must have a good general education and be literate and numerate.
- IT skills in Word, Excel, PowerPoint and Outlook, aptitude to learn new IT skills such as the access and intruder alarm system and the meeting room manager booking systems.
- Good knowledge of basic IT problem solving.
- Technical aptitude and the ability to carry out minor maintenance; experienced in the safe use of power tools.
- The ability to work with minimal supervision and use their initiative, an eye for detail and a willingness to carry out non-routine tasks.
- Good communication and interpersonal skills in order to interact will all of the building users in a positive way and to integrate into facilities team.
• Must be able to work as part of a team and communicate with custodians and wider facilities team; must be committed to strengthening the team ethic.

• Experience in a caretaker, porterage or reception role in a customer facing environment.

• Reliability, good time keeping, honesty and the ability to manage their own time.

• A willingness to work non-standard hours and to respond to out-of-hours call outs in the event of emergencies.

• Must be prepared to undertake training for role to include fire warden and first aider.

• To work flexible hours as per needs of the service, weekend work is part of the normal working week.

Benefits

We are advising one full time and one part time position. The full-time position is 36.5 hours per week. The part time position is working 26 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays (this will be pro rata for the part time post). There will be a three-month probationary period. The salary will be in the range or £19,305-£22,214 per annum.

The post holder will be required to work on a rotating shift pattern that includes mornings, evenings and Saturdays depending on the needs of the School.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the “Apply online” button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.
The closing date for applications is 4 February 2018.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 339637 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.