

**JOB TITLE: SENIOR CUSTODIAN**

**REPORTS TO: SENIOR BUILDING SERVICES TECHNICIAN**

### Background

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Cambridge Judge Business School (CJBS) is a 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 Business 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.

Cambridge Judge Business School comprises three buildings: the Simon Sainsbury Centre, the Addenbrooke's Building and Keynes House. The Addenbrooke's 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 challenges to the Facilities Team. The Business School has office accommodation, five lecture theatres, 10 seminar and meeting rooms, a dedicated dining room, 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 Business School also occupies all floors of the neighbouring Keynes House along with five houses in Trumpington Street.

All users of the Business 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 Business School and its staff, students and guests. In total there are 800 regular authorised users of the buildings who always have access (365 days a year, 24 hours a day). The figure of 800 does not include delegates attending conferences, meetings and Executive Education events at the Business School. Cambridge Judge'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

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#### **Main responsibilities**

##### Security

- Disarm and arm access control system and checking any problems arising. Investigate alarm activations. Use monitor access and intruder alarm system to activate and check alarm systems.
- Check windows and doors for safety, periodically checking ID and challenging strangers, escorting unauthorised persons off site in liaison with University of Cambridge security and the police if required. Reacting to security alerts and being generally aware of potential security issues around the building eg abandoned bags and the implications of these situations.
- Liaise with visitors at all levels from contractors to academic guests, directing and assisting all with efficiency and courtesy.

### Rooms and room setup

- Check and set up furniture in Dining Room, Common Room, teaching and event areas as requested by the events and teaching schedules. Check areas are setup as requested on TermTime, facilities helpdesk or by email and rearranging and resetting furniture as necessary. Check supplies of flip charts and pens and adding additional equipment as required.
- Check IT and audio visual (AV) equipment is working in line with agreed check list ready for lecturers, meetings events etc and respond to simple queries out of hours.
- Ensure the Common Room is set up and cleaned for the day, collect and display daily papers in the common room and ensuring old papers are removed and recycled in red bins.
- Liaise with the Senior Building Services Technician, Reception team, Events team and Facilities Manager regarding room use.

### Maintenance

- Ensure equipment is in safe and working condition and take the appropriate steps to report faults.
- 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.

### Cleaning

- Spot cleaning and deal 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 understaffed or outside of their service hours.
- To assist in returning all crockery, cutlery and catering equipment left in meeting rooms to the catering department as necessary.
- Order cleaning consumables where required in line agreed with purchasing procedures; check deliveries are correct.
- Clear rubbish and leaves from the external grounds of Business School's buildings including car parks and litter around external bins.
- Clean low-level windows/windowsills and doors specifically in Trumpington Street and as necessary in other buildings.
- Clear 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.
- Deal with contractors when on site to include sign in, health and safety and fire induction - contractors include sanitary disposal and confidential shredding company.

### Deliveries

- Handle large/heavy packages to their destination correctly using appropriate manual handling techniques.
- Support events catering as required by delivering (and collecting returns) as instructed.
- Deal 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.
- Liaise with IT to complete moves.

### Health and safety and fire safety

- Assist in fire alarm testing and reports all areas of health and safety concerns to the Facilities Manager or department safety officer.
- Act 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

- Provide 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.
- Deal with out-of-hours car parking access issues.
- Monitor 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

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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 with 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

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This is full-time position working 36.5 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays. There will be a three-month probationary period. The salary will be in the range of £20,600-£23,487 per annum.

The post holder will be required to work on a rotating shift pattern that includes mornings, evenings and weekends depending on the needs of the Business 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](http://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](http://www.jobs.cam.ac.uk).

#### Application arrangements

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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](http://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 5 December 2021.**

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

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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

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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](mailto: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](mailto:hrenquiries@admin.cam.ac.uk).