**Job Description: Professional Service Positions**

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| **Faculty/Directorate/Service Area:** | *Estates and Campus Services* |
| **Job Title:** | *Team Member* |
| **Department/Subject:** | *Campus Operations* |
| **Salary:** | Grade 2 £23,294 |
| **Hours of work:** | *35* |
| **Number of positions:** | *1* |
| **Contract:** | This is a permanent position |
| **Location:** | *This is a Dual Campus role and the post-holder will be required to work at both the Singleton Park Campus and the Bay Campus in line with operational service requirements and any other building from which Swansea University operates from.* |

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| **Main Purpose of Post** | Campus Services operate a wide number of facilities for our students, staff and customers at the University’s campuses. This is a multi-functional service role which includes working across operational delivery, grounds, mail, print and event services.  Services are provided 7 days a week and working patterns will vary depending on business needs and will form any 5 days out of 7. The hours of work will be flexible worked on a rota basis and will include working evening and weekends as part of a rota. Due to the nature of the business operational delivery, there will be a requirement to work Christmas, Easter and Bank Holidays.  This is an opportunity to join an established, and continually developing service, which will provide prospects for individual continuous development.   1. Provide a range of high quality services for students, staff and all our customers with a high regard for customer care. 2. On a daily basis ensure that facilities are appropriate and ready to meet customer needs/requirements and are maintained as such throughout the business day. 3. Ensure equipment and premises are maintained to a high standard. 4. Be aware of all relevant policies in order to ensure a safe environment for customers and staff e.g. reporting of hazards to include as an example wet floors/faulty equipment. 5. Ensure all appropriate service guidelines and legislation is met. 6. Be an excellent team member and undertake work activities independently or as part of a team. 7. Undertake development and training as required. 8. A flexible approach to work patterns in line with service delivery requirements and 5 out of 7 day working rota. 9. To undertake manual handling duties which will include moving furniture, using lifting equipment, transporting equipment and furniture between sites. 10. Drive University vehicles and transport equipment between sites. 11. Provide support to facilitate the efficient delivery of Swansea University's mail services, including sorting and franking 12. Provide support to contribute to the efficient delivery of Swansea University print services. 13. Provide support to contribute to the efficient delivery of Swansea University grounds services 14. Provide support to contribute to the efficient delivery of Swansea University event services |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Directorate. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   * No formal qualifications are required for this role, a positive attitude is essential   **Experience:**   * Ability to complete a wide range of manual handling activities, including lifting, lowering, pushing, pulling and carrying.   **Knowledge and Skills:**   * Ability to work as part of a team and communicate effectively. * Full Driving Licence   **Desirable Criteria:**   * Ability to communicate in Welsh * Customer Service Qualifications * Previous experience of working within customer services * Previous experience an advantage but not essential as full training will be given. * Experience in a role undertaking manual handling activities |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: Leah Black [l.l.black@swansea.ac.uk](mailto:l.l.black@swansea.ac.uk) 07711 188250  Shortlisting Date: (tbc)  Interview Date: (tbc) |

  