

Job Description

TITLE:	Facilities Operative
GRADE:	Scale 5
REPORTS TO:	Facilities Manager
HOURS:	Contracted for 35 hours per week.

Purpose of the Role

To support the Facilities Manager in the operational delivery of facilities management services at the Campus and to deputise for the Facilities Manager in their absence. To support the Facilities Manager in managing the campus space, optimising the learning environment, utilising both teaching and non-teaching accommodation, together with the efficient operation of moves and relocations. To support the Facilities Manager in keeping the premises safe, clean and presentable. Undertake basic maintenance tasks, including basic plumbing, electrical, painting & decorating and carpentry tasks. Complete cross-campus deliveries

Key Responsibilities:

- Carry out general maintenance, repairs, and basic DIY tasks across the College premises to ensure a safe and well-maintained environment.
- Undertake routine inspections of buildings, facilities, and equipment, reporting and responding to defects as required.
- Assist with room setups, furniture moves, and the preparation of facilities for events, examinations, and other College activities.
- Ensure the security of College buildings by carrying out opening and closing procedures, including responding to alarms where required.
- Maintain high standards of health and safety, cleanliness, and compliance across all College sites, reporting hazards and taking appropriate action.

In common with other support:

- All term-time staff are required to return to work on the Monday before GCSE results are released in August; this date is approximate and should be checked before making any commitments. No annual leave is to be booked during the enrolment period, and all staff will be expected to support enrolment activities throughout this time.

- All staff are expected to support exam invigilation and will be required to cover up to three exams per year, **excluding** GCSE exam support.
- Completion of two open evenings, or one Saturday open day, will be required across the year. These hours are provided in lieu of the additional Christmas holiday days granted to staff who have undertaken these open day commitments.

In common with all other Staff:

- To support and deliver the College's value and strategic intent.
- Ability to follow HR policies and practices within business support functions, with a strong commitment to diversity, equality and inclusion and to ensuring fair and inclusive outcomes for all staff
- Proven ability to deliver services and support to culturally and ethnically diverse communities, contributing to an inclusive college environment.
- To take responsibility for one's own professional development and participate in relevant internal and external activities.
- To implement the College's safeguarding policies and practices.
- To uphold your health and safety responsibility in line with the College's Health and Safety policy.
- To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

Additional Information:

Safeguarding Statement

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Criminal Convictions, DBS & Ongoing Disclosure

This role requires an Enhanced DBS check. Applicants must declare any unprotected convictions. During employment, the post holder must report any new relevant convictions, cautions, or police involvement in line with safeguarding requirements.

Equality, Diversity & Inclusion

The College is committed to equality of opportunity and inclusive practice. We welcome applications from all sections of the community and expect all staff to uphold anti-racist, inclusive and respectful behaviours.

Review of Job Description

This job description will be reviewed regularly to ensure it remains an accurate reflection of the duties and responsibilities of the post holder and continues to meet the needs of the College.

Person Specification –

- Deputies for the Facilities Manager during periods of short-to-medium-term absence.
- Support the Facilities Manager in maintaining the physical condition of the building, furniture, fittings and equipment and reporting defects and requisitioning repairs.
- To report and log work orders through the college's helpdesk system and follow up on outstanding work orders
- Maintain and update the site CAFM system in relation to all reactive and PPM tasks under their control and management.
- To coordinate the process of issuing reactive and PPM tasks to estates and subcontractor.
- To work effectively as a team member, contributing to the development and maintenance of standards of excellence.
- To ensure that all telephone calls are dealt with in a professional, prompt and in a courteous manner
- Provide first level contact and convey resolutions to customer issues
- Support the department by issuing of new ID cards to, tenants an occasionally to college staff and updating the database by removing leavers.
- Properly escalate unresolved queries to the next level of support
- Walk customers through problem solving process
- Follow up with any queries from staff, provide feedback and see problems through to resolution
- Support the Facilities Manager in the effective operation of the mail, goods inwards and delivery distribution process within the campus.
- Carry out minor repairs and decoration as directed by the Facilities Manager.
- Inspect and repair fences, repair outdoor structures damaged by weather age or accident i.e. gates, walls, steps, lights.

- Assemble prefabricated furniture and custom-built furniture or cabinets as directed.
- Undertake general portage duties as required, and particularly the provision and movement of furniture and other equipment for timetabled activities/ exams to meet the needs of premises users, without constant supervision.
- Maintain cleanliness and general tidiness of all external hard areas, empty litterbins and litter picking on a daily basis.
- Periodically clean and clear all drains and gullies.
- Keep entrance to the college inside and outside, clean and clear of obstructions at all times, clearing leaves, snow, ice, moss and detritus as appropriate, including treatment of surfaces with salt, etc.
- Inspect all outside areas for dangerous materials and remove if safe and appropriate or report to line manager if unsure.
- To ensure that all equipment is returned to the appropriate stores and the stores are kept secure and clean at all times.
- Participating in the cleaning and grounds maintenance activities.
- Mail room duties – receiving / sorting / delivering of internal and external post.
- To work from a base site but with a requirement to travel to all NCC sites as requested.

Education & Qualifications

- GCSEs (or equivalent) in English and Maths
- Basic literacy, numeracy and IT skills

Professional Responsibilities, Values & Commitments

- Demonstrates a commitment to safeguarding and promoting the welfare of children and vulnerable adults, in line with statutory duties and college policies.
- Upholds inclusive values by supporting **stakeholders** from diverse backgrounds through fair, respectful, and unbiased practice.
- Maintains a safe working environment by following health and safety legislation, risk management procedures, and College guidance.

- Understands and applies confidentiality and data protection principles when handling information.
- Shows a commitment to continuous professional development and ongoing learning relevant to the role.
- Acts as a positive role model, demonstrating professionalism, integrity, reliability, inclusive practice, and anti-racist behaviours that reflect the College's values and expectations.