

## Job advert

# Weekend Facilities Assistant

(Part time - 24 hours per week, 0.64FTE)

### Context

**INTO is an organisation working in partnership with leading British universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study with both academic and English language support.**

INTO University of East Anglia is now looking to appoint a weekend Facilities Assistant, reporting to the Facilities Manager.

The post holder will be required to handle internal and external telephone calls, undertake some reception duties as well as being responsible for maintaining a high standard of security and customer care throughout the INTO centre for the resident students and staff, during the weekend.

### Requirements

The successful applicant will have excellent communication skills and experience of good customer services as you will be responding to student and staff queries, with daily face to face contact. Responding to students' maintenance needs sympathetically will be essential.

The post holder will also be required to take an active part in ensuring that high standards of service and cleanliness throughout the building are maintained and provide a professional service standard to our students. Occasional night work may be required to assist with sickness cover for members of the Nightporter team.

The successful applicant will be approachable, able to demonstrate empathy with young people and need to be well organised, responsible and be able to work under their own initiative. Good communication skills and flexibility are essential, as is the ability to remain calm in and to take control of pressured situations.

The ideal candidate will have previous experience of security work, following and implementing best practice Health, Safety and Security procedures and take pride in a job well done. Candidates must also be SIA accredited or willing to undertake accreditation before employment commences.

All other relevant training required to perform the role safely will be provided.

The successful applicant will also be required to complete an enhanced DBS check.

You should ideally possess:

- Skills and experience to effectively support international students from a variety of countries, cultural backgrounds and at different language/skills levels;
- Strong communication skills and positive attitude with the ability to build and maintain long-term effective working relationships with key stakeholders and colleagues;
- Ability to take the initiative and solve problems;
- A desire and flexibility to contribute to a successful and dynamic educational establishment.

## Salary

Starting Salary circa. £18,575 pro rata per annum.

## Application process

If you feel you have the necessary skills, experience and interest for this post, please download the application form from our website <http://into-corporate.com/jobs> and return with a covering letter stating why you are interested in working for INTO University of East Anglia, to: [intouea.recruitment@intoglobal.com](mailto:intouea.recruitment@intoglobal.com)

**Closing date of 24<sup>th</sup> October 2021.**

## Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.