



Where students are at home.

**Host Student Housing Management (UK) Limited**

**Job Description**

Post:	Facilities Assistant (Caretaker)
Starting Wage:	£10.00 per hour, rising to £10.60 on successful completion of probation period
Status:	Full Time
Location:	The Glassworks, Leicester
Days of Work:	Five days out of seven, covering 24 hours per day on a shift rotation system. Weeks run from Monday to Sunday for wages information
Line Manager:	Assistant Manager & Property Manager
Responsibility:	To work as part of a close team, ensuring that a safe and secure environment is maintained at all times

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**About us**

Host Student Housing Management (UK) Ltd have more than 20 years' experience in developing, building, operating and owning student accommodation in the UK and Europe. In 2016 we launched the student facing brand, **Host** – the **HO**me for **ST**udents.

**What we do**

Welcoming. Happy. Helpful. We're here to provide a stress-free living experience for students and see them get the most out of their experience while at university or college. We're everything a good HOST should be.

We're caring, knowledgeable and trustworthy. We're modern and easy going. We don't make a fuss. We keep things simple. Get things sorted. And work hard behind the scenes to create a student home that is a calm, stress-free, fun place to be, free from the pressures and worries of the outside world. Exactly how a home should feel.

## **Why work for us**

We think you'll like being with us. We're supportive and on your level. We strive to offer the best student experience in our market. And we work together to deliver nothing less than brilliance to our students, our investment partners and our university partners.

We keep it casual, easy going, and fun. We're a friendly and approachable bunch. We're here to offer good advice and listen, when needed. We're here for our staff every step of the way. No question is ever too big or too small. We value all input and contribution.

And as a result of our people's hard work and dedication, we're proud to have won some awards. Not just for the quality accommodation and service we provide to our students, but we've also been awarded Investors in People accreditation.

We recognise the importance and value of our people, and the incredible contributions they make to ensure a safe, friendly and comfortable environment for our students to live in. We lead, support and manage our people well for sustainable results.

We think of ourselves as one big family, here to make our students feel at home, working together to show how great a true HOST can be.

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## **REQUIREMENTS**

- Good all-round maintenance skills, willing to turn your hand to all jobs and a willingness to undertake challenging tasks to ensure customer satisfaction
- Strong awareness and understanding of Health and Safety and statutory compliance
- Able to demonstrate an objective, professional and calm approach when handling difficult situations, previous experience in a customer facing role, preferably with experience in complaint handling would be beneficial
- Skilled in understanding, empathising and delivering against customer needs
- Able to operate an iPad and computer based workload systems
- Oral and written communication skills including the proven ability to engage with customers, colleagues and third party suppliers
- Ability to manage/monitor contractors
- High standards with regards cleanliness and hygiene
- Understanding of the importance of ensuring the safety and security of buildings and residents
- Understanding and experience in all areas of planned and reactive maintenance
- Ability to work at pace whilst maintaining a high level of accuracy and attention to detail
- Ability to manage own time effectively, prioritising tasks when required, multitasking and meeting deadlines
- Ability to work with a positive and collaborative attitude, with the ability to adapt swiftly
- Ability to undertake repetitive heavy lifting with appropriate equipment if necessary
- Previous experience of working in the student accommodation, hotel, social housing or retail sectors would be preferable
- Willing to work a shift rotation pattern this will include mornings, afternoons, evenings and weekends. Flexibility and a willingness to assist at short notice is essential

## MINIMUM STANDARDS OF PERFORMANCE

### 1. **Key Role Duties:**

- 1.1 To carry out repairs and maintenance and minor re-decoration at Host as required. This may include (but is not limited to) basic plumbing skills, complete like for like electrical changes, basic joinery skills, working with locking systems (both mechanical and electronic), window and door repairs, basic plastering, painting.
- 1.2 Ensuring work is completed within the required time frames to the expected standards whilst maintaining high levels of productivity at all times. To inspect repairs reported by residents on site prior to notifying the Property Manager.
- 1.3 Receiving and recording of all maintenance issues using the provided Company equipment to maintain accurate records on the Company's database.
- 1.4 To check the Landlord internal and external light fittings, replacing bulbs and adjusting time locks, as necessary.
- 1.5 General cleaning of all communal areas on a regular basis e.g. Corridors, offices, external areas and as directed, residents' rooms. Also, to assist with periodic deep cleaning. Supporting the Housekeeping teams where applicable.
- 1.6 Ensuring that the properties are presented to the required standard and undertaking ad-hoc and emergency/incident response cleaning as required.
- 1.7 General litter picking and refuse disposal in and around the accommodation and grounds and to keep the refuse areas clean at all times.
- 1.8 To maintain landscaped areas and courtyard as directed by the Management team.
- 1.9 Maintaining adequate arrangements for the removal of refuse and to keep the refuse area clean. Ensuring the general tidiness of the surrounding land, courtyards, gardens and car park.
- 1.10 To assist the Management in monthly checks to ensure that the flats are being kept clean and tidy and that there are no health and safety or maintenance issues outstanding.
- 1.11 Regular inspections of all residential accommodation and at the end of tenancies for the purpose of verifying residents Health & Safety, checking for damage or misuse of facilities and for the maintenance of correct standards of cleanliness, hygiene and provision.
- 1.12 Providing day to day support for all aspects of the accommodation management, including the housekeeping, security and administration teams.
- 1.13 Maintaining a log of all materials and requisites for your duties and advising the Management as required.
- 1.14 Adhering to stock control measures, including accurate recording, monitoring and maintaining stock levels on a regular basis, advising Management of any levels that fall below the minimum levels required.
- 1.15 Ensuring efficient and cost-effective use of all stocks whilst ensuring repairs are completed to the highest standards.

- 1.16 General portorage including the movement of goods in, furniture, kitchen equipment and other heavy items.
- 1.17 To maintain an up-to-date record of all events/incidents on the complex and report to the Property Manager as necessary and in the cases of serious incidents, immediately.
- 1.18 Assisting with incident response including power and fire alarm activations and evacuations.
- 1.19 The post holder will be required to undertake internal training courses/ sessions to facilitate the duties asked of them. This will include training in First Aid.
- 1.20 To hold keys of vacant properties to facilitate both the access to flats/communal areas in accordance with the Property-Manager's requirements.
- 1.21 To hold a master key when on duty to be used in case of an emergency.
- 1.22 Contributing to the delivery of the success of the accommodation, including but not limited to, safe buildings, compliance, customer satisfaction and sales.
- 1.23 Making regular Building Patrols as required in order to identify, rectify and report safety hazards, risks or safety related issues. Maintaining the incident log, reporting any trends and repeat behaviours as necessary to the Property Manager.
- 1.24 Welcoming visitors to the properties, ensuring relevant security and identity checks are carried out.
- 1.25 Maintaining positive community relationships e.g. neighbours, local communities, police community officers, Fire and Rescue Service and local authorities.
- 1.26 Ensuring the Line Manager is informed of all serious incidents and emergencies when they occur.
- 1.27 Responsible for 'First Response' to incidents and emergencies including handling any issues or incidents with the appropriate level of involvement from the emergency services and ensuring that all Host procedures are followed.
- 1.28 To take monthly utility meter readings for the consumption of electricity, gas and water and report these in line with Company requirements.

## **2. Customer Service**

- 2.1 Providing reception support, customer service and safety support (including key management and handling lock outs) outside of normal daytime opening hours, supporting daytime hours when required.
- 2.2 Dealing with any property related issues in a timely manner, following up on any unresolved matters and engaging with other colleagues and Management when necessary.
- 2.3 Assisting all customers in a professional and courteous manner, communicating effectively both face to face and on the telephone, showing empathy and responding with urgency to customer requests.

- 2.4 Answering and assisting with all customer queries both face to face and on the telephone.
- 2.5 Providing a decisive and effective response to customer complaints (including noise and prohibited substance use), assisting in and resolving issues and escalating as appropriate.
- 2.6 To be familiar with all policies, services and facilities available from Host so as to be able to resolve/answer routine queries on tenancy matters or enquiries from residents on the scheme.
- 2.7 Registering of residents and their guests as and when required. Assisting with the check in and check out process.
- 2.8 Receiving and the distribution of mail for residents.
- 2.9 Allocation and security of all door entry swipe cards / fobs and bedroom keys to residents and appropriate visitors and dealing effectively with any access issues.

### **3. Compliance and Accountability**

- 3.1 To ensure that at all times all legal requirements and Host directives or procedures are adhered to relating to Health & Safety at Work, COSHH, and lone working at all times. Ensuring that all works undertaken meet the highest safety and quality standards in line with current regulations at all times.
- 3.2 Assist with ensuring that a record of site operations and statutory testing is accurately maintained, this includes fire alarm tests, risk assessments, fire evacuations, water testing, and other site-specific health and safety activities. To understand and respond to all Health and Safety matters.
- 3.3 To ensure statutory obligations and Company Policy relating to Privacy and Data Protection law are observed.
- 3.4 To at all times adhere to the policies and procedures laid down by Host to ensure central process and all duties are conducted in line with the appropriate guidance.
- 3.5 Ensuring the correct uniform is worn at all times including ID badge. Uniform/ protective clothing will be provided which must be worn at all times.
- 3.6 Ensuring that window surveys are completed to check for window restriction.
- 3.7 To ensure that the site is secure at all times. Ensuring safe access to buildings at all times.
- 3.8 Not to allow entry to any unauthorised visitors.
- 3.9 To monitor the C.C.T.V. system as required and to report any irregularities immediately to the Management or the appropriate emergency services.
- 3.10 Dealing with inappropriate parking on site and on adjacent property. To monitor the car parks and not to allow access to any unauthorised vehicles.
- 3.11 Maintaining accurate records and paperwork for the property and relating to site operations, ensuring reporting process are compliant with Host's processes.

- 3.12 Maintaining adequate arrangements for security and safety including the inspection of fire fighting equipment and detectors and the enforcement of safety procedures in emergency situations. To inform the Management of any equipment that has been tampered with.
- 3.13 To have an understanding of safe working practices, the purpose and importance of risk assessment and adhere to associated procedures, processes and company policy
- 3.14 Consistently reviewing hazards and risks for safe working practices and working within the required Risk Assessments. To inform the Property Manager at any time on any aspect of the accommodation that he or she feels may require attention.
- 3.15 To liaise, give access, and monitor the work of all contractors/ operatives/ tradespeople to ensure performance is consistent with the appropriate standards laid down by Host and to notify the Property Manager in all cases of non-compliance.
- 3.16 To maintain an up to date diary of all events/incidents on the complex and report to the Property Manager as necessary.

#### **4. Teamwork**

- 4.1 Demonstrating a flexible approach to work and willingness to undertake all reasonable duties at the request of managers.
- 4.2 Providing support to neighbouring schemes within the Company when required.
- 4.3 Working collaboratively to help support the overall operational team to deliver its business plan and broader objectives.
- 4.4 Working in a collegiate and supportive manner with colleagues, ensuring opportunities to share best practice are utilised.
- 4.5 Developing and maintaining productive working relationships with third party suppliers.
- 4.6 Embracing change, supporting the business and colleagues through the business transformation.
- 4.7 Supporting initiatives to enhance sales opportunities and performance within the accommodation.

The foregoing will involve irregular hours, days and duration of attendance, and is not intended to be an exhaustive list of duties of the post.

The post is full time based on a 40-hour working week. This will include weekends, evenings and bank holidays, working weeks run from Monday to Sunday with shifts worked on 5 days from 7, and may involve irregular shift patterns.

From time to time the Management may require the post holder to work additional/alternative hours to provide extra cover according to operational demands. Appropriate rates of pay will be given to the post holder for work carried out above the 40 hours.

You may be asked to carry out other tasks that are comparable with your duties. Tasks of a similar nature may be allocated by the Property Manager, not least of which shall be those seen as contributing to the general overall development of the service provided.

The post holder will be expected to be contactable out of work hours in case of emergency and if cover is required.

Requirements Accepted:                      Signed:- .....

Printed:- .....

Date:- .....