

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Accommodation Technician				
DEPARTMENT	Accommodation Services				
LOCATION	Lincoln, Brayford Campus				
JOB NUMBER	SAS047 SAS048 SAS049 SAS050 SAS051 SAS052 SAS053 SAS054 SAS037 SAS038	GRADE	4	DATE	September 2020
REPORTS TO	Accommodation Team Leader				

CONTEXT

The residential experience was recognised in 2011 as a critical element of student life at the University of Lincoln; accordingly, the University embarked on a transformational change programme, moving from no directly controlled Purpose Built Student Accommodation (PBSA) bed spaces to circa 2100 currently, with plans in place to increase to 4400+ (all either on, or very close to, campus) by September 2021. In addition to direct operation, the University continues to work with private provider partners in the provision of 3500+ additional PBSA bed spaces, the vast majority of which are also proximate to the Brayford campus.

The Student Accommodation Service (SAS) is a key asset to the University, supporting recruitment, adding to the student experience and generating revenue and surplus.

Student satisfaction surveys consistently show that the quality of the residential experience is a high priority for students. A positive experience is reflected in league tables.

JOB PURPOSE

Reporting to the Accommodation Team Leader, the post-holder will assist with the provision of fire watch, minor maintenance works: including general maintenance, decorating, compliance, grounds maintenance and similar. Additionally the role holder will assist the Accommodation Officer in preparing premises for occupation as required.

This post will require flexible hours to accommodate regular over-night and weekend working typically but not exclusively 5 from 7.

KEY RESPONSIBILITIES

Fire Watch
<ul style="list-style-type: none"> Assess nearby fire alarms activations within the 15 minutes available to SAS to cancel a fire brigade response.
Student Contact
<ul style="list-style-type: none"> Handling telephone and app-based calls from students, student parents, business contacts of the residential Service and signposting appropriately when required ensuring the information is passed on in a timely and accurate manner. Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.
General Duties
<ul style="list-style-type: none"> Carry out minor repairs, maintenance works and decorating as identified by senior staff Attending to the heating of the premises and ensuring that the required temperatures are maintained. Ensure that faults are reported to Estates. Cleaning of designated areas in the establishment including overhead kitchen canopies Removing graffiti from internal & external surfaces Ensure that all exterior hard surfaces including artificial/turfed areas are kept clean, including emptying litter baskets, cleaning of drains & gulley's Salting and de-icing of hard surface areas during the winter months and moving of snow to ensure access to the premises Ensuring the cleaning of internal glass and windows Setting out furniture Cleaning as required. Assist in preparing premises for occupation/ vacation as required Reporting acts of vandalism to Estates
Additional Duties
<ul style="list-style-type: none"> In cases of emergency events managed by Estates and IMT (e.g. fire, floods, etc.) attend to provide such assistance as required. To report any causes for concern relating to the welfare and safety of residents to the Student Welfare Service. Deep cleans. Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined. Vehicle driving.
Databases
<ul style="list-style-type: none"> Ensure all maintenance provisions are entered into Planon (or similar) in a timely manner and followed-up.

Assist with Events

- Assist with open days, arrivals days and similar headline events, & attend as required.
- Assist with traffic management as required.
- Assist with conferencing operations as required.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

Carry out a range of activities, following routines and procedures set by others, but with limited supervision. An experienced team member, they will be able to make independent decisions on day-to-day routine matters and use judgement and initiative to make choices between a range of established options.

This role will involve regular overnight and shift working to support an overnight and weekend reactive maintenance and fire watch service.

This role will involve driving, manual handling and working at heights.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none"> • Line Manager • Administrative staff within SAS and Student Administration • Administrators from other areas of the University • Student Support Centre • Students Union • Office of Quality and Standards • Estates Department 	<ul style="list-style-type: none"> • Students • Suppliers of goods and services

**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

JOB TITLE	Accommodation Technician	JOB NUMBER	SAS047
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Literacy and numeracy skills gained from general education or equivalent experience necessary to undertake the full range of maintenance duties.	E	A/I
Full Driving Licence	E	A/I
Experience:		
Comparative technical experience, such as property / facility maintenance	E	A/I
Skills and Knowledge:		
Knowledge of a range of procedures for the maintenance and repair of premises and sites, security and heating, health & safety, COSHH regulations	E	A/I/P/R (SKILLS TEST)
Effective administration skills, with ability to be able to follow procedures with minimal supervision	E	A/I
Effective communication skills, both oral and written	E	A/I
The ability to deal with straightforward or standard queries	E	A/I
Competent in a range of IT software, eg Microsoft Word, Excel and Outlook or equivalent	E	A/I
Competencies and Personal Attributes:		
Professional and diplomatic at all times	E	I/R
A flexible and effective team member	E	I/R
A demonstrable commitment to providing a customer-orientated service and enhancing the 'student experience'	E	I/R
Proactive and able to use initiative	E	I/R
Business Requirements:		
Flexible hours to accommodate regular overnight and weekend working	E	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	JH	HRBP	SP
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