



Title	Site Services Assistant
Department	Accommodation
Contract Type	Permanent
Specific Hours	40 Hours Per Week (Shift Pattern Covering 7 Days / 07:00 – 21:00)
Salary	£27, 460
Reporting To	Accommodation Manager
Working With	Site Services Supervisor, Scouts, Maintenance Staff, College Staff

Trinity College

Trinity College was founded in the sixteenth century in what was then a rural outpost, and which now forms the heart of Oxford's city centre. The college has developed over four and a half centuries into a vibrant and diverse educational community that has produced award-winning academics, successful leaders in the business, political and economic world, and passionate public servants, teachers and campaigners.

Our community of 450 students and 300 academics and staff come from more than 40 countries and form a community that is open, outward-looking, and supportive. Our ambition is for our community of students, academics and alumni to bring their talents to make a positive impact on the world – through their teaching and research, and through the many other passions and talents our community encompasses.

The Role:

The Site Services Assistant helps maintain the smooth running of the operations of the College and outside properties.

Your role will contribute significantly to the provisions of a high-quality service within the College. You will ensure that the cleanliness of the College grounds and buildings is maintained at a high level.

The Site Services team is responsible for internal and external cleaning, room set ups, deliveries, College wide litter picking, pest control, winter gritting, waste management and window cleaning.

The Site Services team is responsible for ensuring students, staff and visitors find their College in an acceptably clean, litter free and pest-free state, allowing them to access all areas of College and carry on with their activities without undue hindrance. We also provide ad-hoc services 7 days per week to accommodate events, meetings and conferences.

About You:

You will have demonstrable experience of working within a cleaning and/or portering service team along with a positive, proactive and flexible approach to meeting customer needs.

With great interpersonal skills and a passion for customer service enabling you to build effective relationships with managers across College.

The ideal candidate will be self-motivated with a drive for personal learning and development to identify opportunities for enhancing your own skills and competencies.

Key duties and responsibilities:

- To contribute to ensuring the College runs smoothly and to the standards specified in order to meet the needs of customers (students, conference delegates and guests):
- To complete routine inspections of all public areas of the College, including but not limited to the Café, event spaces, auditorium, meeting rooms, communal areas (corridors, toilets), foyer, Hall, meeting rooms, communal toilets, Gym, staff offices, Beer Cellar and external/garden tables
- To assist with cleaning and deliveries around the site:
 - Rubbish clearance and general cleaning
 - Furniture set up and removal working to a detailed event plan.
 - Managing deliveries across College as directed by the Site Services Supervisor.
- To assist with cleaning during events and performances:
 - Servicing rooms as required i.e. removal of litter, clear used crockery and glassware, clean flooring and surfaces.
 - Respond to calls from the Events team i.e. dealing with litter, spillages and other issues e.g. vomit.
 - Carry out regular checks of the public toilets ensuring they are clean and well stocked. This is particularly important prior to the arrival of guests/audience and prior to the interval.
- To assist with pest-control requests
- To assist with the annual programme of window cleaning
- To assist with all waste management activities, including Confidential waste, electrical waste and recyclable waste
- To assist with ensuring provision of adequate stores and equipment:
 - Accounting for and ensuring the secure storage of stock and equipment and maintaining appropriate records.
 - Uphold COSHH regulations in the workplace at all times.
 - Ensuring adequate linen is provided and collected as necessary.
- To comply with the Health & Safety at Work Act (1974) to contribute to ensuring the working environment is safe:
 - Reporting any accidents / incidents / near misses to the Accommodation Manager for further action and completing the appropriate records.
 - Wear the uniform and protective clothing provided.
- To assist with ensuring security within College is never breached, in conjunction with the Site Services Supervisor.
- To co-operate with other staff and contractors as directed by the Site Services Supervisor.
- To contribute to ensuring the quality of service is maintained:
 - Participate in training programmes identified as being necessary.
- To work additional hours, as and when required.
- To carry out domestic duties if necessary as part of the team.

- It may occasionally be necessary for the post holder to take on other duties in College which are broadly commensurate with the grade or work in other areas of College.
- The duties of this role may vary from time to time in consultation with the post holder.
- Assist with furniture removal and replacement
- The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the College's organisation and the overall objectives of Trinity College.

Person Specification:

Attributes	Criteria	Essential / Desirable	How Measured
Qualifications	IOSH qualified	D	Application / Interview
	COSHH & Manual Handling	D	Application / Interview
	UK Driving Licence	E	Application
Experience	Experience working within the Higher Education or College environment	D	Application / Interview
	Previous experience working in a cleaning / portering team	E	Application / Interview
Knowledge, skills and abilities	Good written and spoken English	E	Application / Interview
	Numerate	E	Application / Interview
	Knowledge of cleaning products and usage	E	Application / Interview
	Knowledge of H&S / COSHH	E	Application / Interview
Additional attributes	Physically fit	E	Application / Interview
	Able to work as part of a team	E	Application / Interview
	Excellent time management skills	E	Application / Interview
	Customer service	E	Application / Interview
	Strong interpersonal skills	E	Application / Interview
	Ability to use own initiative	E	Application / Interview
	Ability to communicate with persons from a variety of different cultures	E	Application / Interview
	Ability to maintain accurate manual records	E	Application / Interview
	Be available for additional hours particularly from June to September	D	Application / Interview