Rapid Response Assistant

Department: Directorate of Technology, Estates and Facilities
Hours of work: Full or part time
Contract type: Open
Salary: £19,623 - £21,135 reduced for part-time working
**Introduction**

The Facilities Services Rapid Response Team (RRT) primarily undertakes driving duties of lightweight University vehicles and commercial vans around the estate as required and are responsible for furniture moves and room set-ups around campus. It is therefore essential that members of this team hold a full UK driving licence and have the ability to drive a high sided LWB transit type van.

The RRT also provides a Rapid Response cleaning service to all areas of the University and outlying premises. Team members carry out planned deep cleaning project work across the University campus. Their work includes the use of specialised industrial cleaning equipment and at times they are required to work at heights. In addition to all our RRT duties, there will be a requirement for experience and aptitude in minor maintenance work.

The RRT team is in daily contact with students, staff, contractors and guests. Regular working hours are assigned, however, in order to maintain flexibility within the team Rapid Response Assistants are at times and when operationally necessary, required to work flexibly between the hours of 07:00 and 20:00 on any 5 days out of 7 including weekends. Hours of work are confirmed in advance via a rota. We currently have full time (37 hours per week) and part time (18 hours per week) vacancies in this role.

**Main purpose of the role**

To carry out general and planned deep cleaning and room set up duties when requested by line management to the required standard and in accordance with agreed service levels.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

- Carry out the movement of furnishings such as furniture and white goods across the estate when instructed by line management, including full office moves
- Respond to emergency situations such as flooding, to include the use of specialised cleaning equipment
- Undertake specialised cleaning activities including body fluid spills, disposal of sharps, animal waste and chalkboards.
- Undertake stripping and polishing of floors, to include the use of specialised equipment.
- Use of tools to dismantle and build furniture, repair freestanding furniture and other equipment.
- Cleaning of in-built electrical and lighting equipment involving electrical isolations and dismantling fixtures.
- Use of hot and cold pressurised cleaning equipment internally and externally.
- When required; undertake driving duties on University vehicles used for the collection of items for transportation around campus and the city of York.
- Carry out movement and secure disposal of confidential waste across campus.
- Undertake room set-ups as instructed by line management
- Accept receipt of and undertake delivery of stores to locations across campus as required.
• Cleaning whilst working at height
• Use initiative and problem-solving skills to handle unexpected challenges without supervisory intervention
• Report defects in equipment or the working environment to line management
• To undertake minor maintenance repairs across the campus, in both residential and non-residential areas
• To complete job records as directed to ensure there is a robust audit trail of all operations and tasks completed
• There will be a requirement to use a PC or Tablet device to update records

The list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post
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<tr>
<th>Person specification</th>
<th>Essential / Desirable</th>
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### Qualifications

- **Full driving licence**: Essential
- **Educated to GCSE level or equivalent**: Desirable
- **Level 1-3, British Institute of Cleaning Science (BICS)**: Desirable

### Knowledge

- **Knowledge of chemicals and safe methods of working**: Essential
- **Understanding of health & safety issues in relation to manual handling and safe working**: Essential
- **Understanding of safe working practices when working with tools and electricity**: Desirable

### Skills, abilities and competencies

- **Excellent customer service skills to enable interaction with staff, students and visitors**: Essential
- **Ability to work as part of a multi-disciplinary team**: Essential
- **Ability to carry out significant manual handling duties such as using heavy floor cleaning machinery**: Essential
- **Ability to follow written, verbal and diagrammatic instructions**: Essential
- **Ability to undertake basic maintenance tasks**: Essential
- **Basic IT skills, including email and data entry**: Essential
- **Ability to write outline reports on outstanding maintenance issues**: Essential
- **Ability to undertake cleaning tasks whilst working at heights**: Essential

### Experience

- **Experience of carrying out basic maintenance task**: Essential
- **Previous experience of working in a similar post**: Desirable

### Personal attributes

- **Good interpersonal skills**: Essential
- **Clean and tidy appearance**: Essential
- **Willingness and ability to undertake training courses and reach the required standard**: Essential
- **The ability to work 5 days over 7, which will include weekends**: Essential

### Additional Personal attributes

The Directorate of Technology, Estates and Facilities (DTEF) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the
following personal attributes are essential. A full copy of our values can be found on our website: DECS values

<table>
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<tr>
<th>Attribute</th>
<th>Essential</th>
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<tbody>
<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others</td>
<td>Essential</td>
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<tr>
<td>Have strong team spirit and pride in your standard of work</td>
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<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values</td>
<td>Essential</td>
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