

Operations Assistant

Estates Division

Closing: 1 December 2024
Job Reference:
BA44047



Operations Assistant

Salary:

£24,044 - £26,642 pa pro rata

Staff Group:

Assist

Contact:

Permanent

Location:

Cambridge

Faculty / Department: Esta

tes Division

Overview**Workplace Services**

The Workplace Services team within Estates Division are responsible for managing the facilities management and catering services that support the various departments and institutions across the University. In addition our team manages the new West Hub which provides facilities to share, learn and collaborate through the flexible spaces it offers.

The West Hub

The West Hub is the University of Cambridge's' first non-departmental co working hub, located on the West Cambridge Campus. The West hub has been designed as a centre point for departments and companies around the west campus as well as the wider University. The West Hub houses a selection of catering outlets, a convenience store, a library service, and multi-use spaces that host both teaching, meetings and external event hires.

Working within the Operational team at the West Hub you will be part of a multi departmental team that deliver exceptional customer service to a wide range of audiences from the university to the public. The West hub team champion an open and welcoming culture, with innovation and collaboration at its heart. The Operational team are key in providing the overall building management, manage the day-to-day delivery of bookings across the space, provide the first point of contact for user's questions and needs and taking an active role in Health and Safety and emergency operating procedures.

Purpose of the role

The Operations Assistant will be part of the Operations team and work closely with other departments at the Hub to provide a seamless overall user experience of the facilities that the hub provides.

Working alongside other Operations Assistants, the Operations Assistant will be responsible for undertaking daily operations, building management, Health and safety compliance, managing cleaning contractors and supporting the delivery of both in house and commercial events.

The Operations Assistant will ensure a smooth operational delivery at the Hub.



Key Responsibilities

1. To be first point of contact for SFH users and provide wayfinding around the building, supporting event operations and provide an excellent user experience. To act as an ambassador for the SFH during all contact with visitors on site, maintaining the SFH standards of both personal and public presentation at all times.
2. Open and close the building and be a designated key holder, maintain building checks, setting alarms and provide end of day reports. Monitor and patrol all levels of the SFH throughout the day ensuring that spaces are being used in line with intentions, that spaces are clean and presentable at all times and maintain egress routes.
3. To take on a User champion role, ensuring user feedback is conveyed to Operations Co-Ordinator and Manager.
4. Ensure cleaning is completed to required standards, carry out spot cleaning and deal with spillages, support the contract cleaning staff to clean rooms and lecture theatres. Maintain cleaning stock and consumables for contractors. Monitor contract cleaners dispose of waste according to correct procedure, move waste wheelie bins when needed, support contract cleaners in removing waste from buildings.
5. Clear rubbish and leaves from external grounds and adjacent areas, clean low level windows/window sills and doors as appropriate. Clear snow from entrances and paths leading to the building and lay salt to prevent icing as required.
6. Maintain Health and safety compliance, supporting contractors when on site including, sign in, health and safety, fire induction & issuing of hot works and roof permits. Perform weekly, monthly and annual testing of fire, security alarm systems & access, lighting systems. Reporting areas of concern to SFH management and ED. Ensure equipment is in safe working condition, make arrangements for repairs where necessary, have an awareness of building management issues e.g., location of major fuses, controls etc. in case of emergencies.
7. Answer general library enquiries and help library users when the library team are not on site.
8. React to daytime security alerts and beware of potential security issues around buildings. Manage access control systems dealing with users and door schedules. Locking and unlocking of multiple rooms across site. (Air conditioning/ building management systems) Be an Active Member of the Emergency operation procedures.
9. Changeover the space within the hub, working with the onsite cleaning team to ensure cleaning of seminar rooms and resetting of meetings spaces and event facilities, including moving furniture and clearing down rooms. Support operational delivery for events onsite such as guest arrival and exit.
10. Manage SFH daily deliveries and incoming post, office supplies and movement of stock to required areas. Monitor allocated SHF parking and ensure access routes are maintained on the external area.
11. Monitor and carry out minor maintenance. Put up shelves, repair and assemble furniture, decorate and put up notice boards, change locks and replace lamps.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Vocational training and qualifications, or equivalent experience, in leisure, tourism, hospitality or customer service.		✓
First Aid trained, Fire warden trained, COSHH trained or willing to undertake training.		✓
Specialist knowledge & skills		
Experience in Health and Safety processes including risk assessments.		✓
Excellent interpersonal and communication skills.	✓	
Demonstrable experience of providing excellent customer service to the public, preferably face-to-face, with an ability to interact confidently with and engage a diverse range of users.		✓
Additional requirements		
A high degree of tact and diplomacy.	✓	
Excellent team working skills, able to work to shared objectives and procedures with strong communication skills. A practical 'can do' approach focused on finding solutions.	✓	
Self-motivated and receptive to change, new skills and experiences.	✓	
Willingness to work shift patterns and some unsociable hours and weekends.	✓	
Relevant experience		
Experience of working in a multi-use venue, either commercial or educational preferably within a building that has public access.	✓	
Experience of working in an operational role with varied priorities.		✓
Demonstrable experience of customer service skills.		✓
An understanding of relevant Health & Safety requirements and working in an environment with standard operating procedures. Demonstrable experience of assisting in emergency situations.		✓

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	D
Communication	D
Innovation and Change	D
Negotiating and Influencing	D
People Development	D
Relationship Building	D
Strategic Focus	D

Estates Division

We are a multi-disciplinary organisation responsible for the development, management and maintenance of the University estate, along with the provision of a variety of related services.

Our current operational estate (buildings used for teaching, research and administrative activities) is currently valued at £3 billion (Insurance Replacement Cost) and its broad and complex nature presents many demanding challenges, for example some buildings are 800 years old, Grade I Listed and protected by English Heritage, whilst others are new with highly sustainable building fabrics and buildings management systems.

Key areas we are responsible for include:

- Planning and managing the University's estate development programme.
- Project managing new build construction and the refurbishment/alteration of existing stock.
- Managing and maintaining the estate including residential accommodation and investment properties.
- Delivering a comprehensive facilities management service to the University.
- Managing catering outlets across the estate.
- Managing the operational and research facilities at the [University Farm](#).
- Promoting the University's environmental sustainability initiative, particularly with regard to reducing carbon emissions.

Terms of Appointment

Duration and probation

The appointment will be made on a permanent basis. The appointment will be subject to satisfactory completion of a 3 month probationary period.

Hours of Work and Working Pattern

The hours of work are 20 hours per week, 17:30 - 21:30.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

Paid holiday entitlement will increase by one day after nine years' unbroken service and thereafter by one additional day for each period of three years' unbroken service up to a maximum of four additional days after eighteen years' service.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can

start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References

Offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable

adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please email Estates Recruitment on:

EDR@admin.cam.ac.uk

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



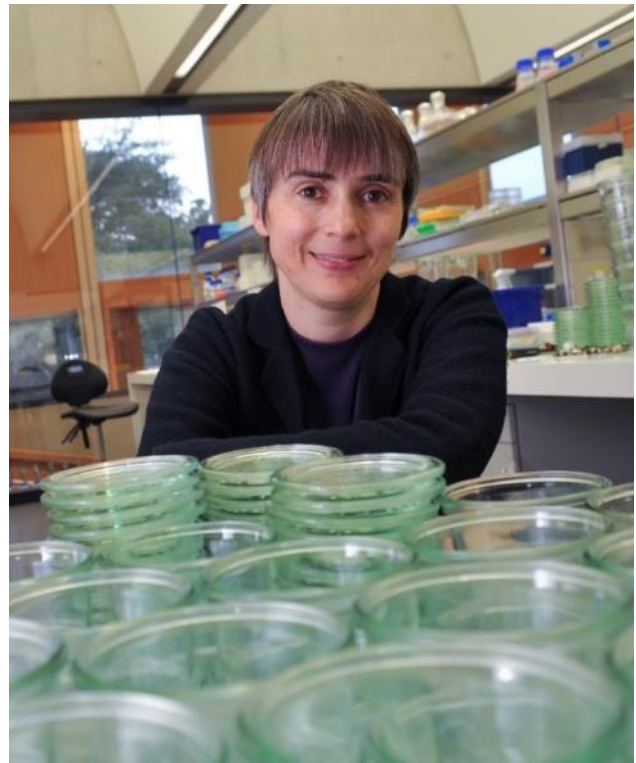
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme for academic and academic-related staff](#), with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to make monthly donations to charity.



CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the [purchase of train season tickets, bulk buy tickets](#) and an interest free travel to work loan are also available for staff of the University.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

If you have any queries regarding the application process please email Estates Recruitment on EDR@admin.cam.ac.uk.

The closing date for applications is: 1st December 2024