Job Description

Job Title: Facilities Support Assistant

Reports to: Conference & Events Administrator

Responsible to: Conference & Catering Manager

Role: To be responsible for cleaning, inspection and setting up of all meeting rooms, public rooms and other areas used by conference guests.

Place of Work Reporting daily to the Conference & Catering Office and working in any area of the College including Old Court, Ann’s Court and Cripps Court or outlying locations.

The key responsibilities will include, but are not limited to, the following duties:

Setting Up Meeting Rooms:

- Monitor the room booking database for requests for the setting up of meeting rooms with tables, chairs, and other equipment/materials.
- Set-up conference meeting rooms according to conference requirements. This will include:
  - Preparing and setting out directional signage to direct conference delegates to meeting rooms.
  - Laying out furniture and the provision of audio-visual equipment.
  - Ensuring meeting rooms are clean and tidy.
  - Servicing all conference meeting rooms with water, glasses etc.
  - Ensuring rooms are checked at each refreshment break and lunch time for any additional requirements.
  - Ensuring rooms are returned to normal layout after use.
- Liaise with College staff, conference delegates and organisers as directed by the Conference and Events Administrator
- Assist with the reception of guests including providing information, directing to rooms and acting as a central information point for all conference delegates to attend to their requirements and requests. This will involve liaising with other departments within the College
Supervision of Audio-Visual Aid Equipment

- Monitor the room booking database for requests for the provision of audio/visual equipment for conferences and meetings and arrange for the equipment to be provided, as requested, and returned to store after use.
- Ensure that all audio-visual equipment is in good working order.
  - This will include routine maintenance, such as replacing bulbs,
- Demonstrate the use of audio-visual equipment to conference delegates and organisers, College staff, Fellows and students.
- Maintain an inventory of all audio-visual aid equipment, and allocate ID numbers to be displayed on the items of equipment.
- Maintain all audio-visual storage areas in a tidy and safe condition according to HSE guidelines.
- Liaise with the Maintenance Department to ensure all audio-visual items are PAT tested according to the College PAT schedule.

Movement of Heavy Items

- Undertake the movement of bulky, awkward or heavy items (as necessary) in, or between, the College Courts.
- Liaise with the Porters’ Lodge regarding bulky, awkward or heavy items that have been delivered and need to be moved or are awaiting collection and need to be stored temporarily. Move as necessary.
- Assist with the temporary storage of luggage for conference delegates.

General

- Support team members in achieving high standards of service in relation to all of the tasks listed above.
- Carry out and record weekly condition inspections of all function rooms and report any items for repair to the Maintenance Department and/or Housekeeping Department as appropriate. Follow up any actions to ensure they are completed.
- Maintain the cleaning chemical stores, chair storage areas and other conference equipment storage areas in a safe and tidy condition, and ensure all items are stored in accordance with HSE guidelines. (Cleaning standards and chemical storage areas will be monitored by the Head Housekeeper).
- Undertake deep cleaning of the conference storage areas and other public areas at specific times of the year.
- Undertake and assist in any other tasks as instructed by the Conference & Events Administrator within the overall function of the job.
- Assist in other areas of the Catering Department as/when required.
- Strict observation must be given to health and safety legislation training, instruction and guidance provided regarding manual handling, COSHH and risk assessment.

This job description may be subject to change due to organisation need, and following consultation between the Conference & Catering Manager and the post-holder.