

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

Facilities Officer

(Full-Time, Permanent)

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FACILITIES OFFICER

Contract: Full-time (including Weekends), Permanent

Salary: £28,672 - £32,008 p.a. (Including LWA)

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists.

The successful candidate will provide a proactive, responsive and flexible support function that will both enhance the Conservatoire's reputation and add to the wellbeing of its staff, students and visitors. The key responsibilities include security of the buildings, post, general reactive / planned maintenance works of the external / internal buildings, periodic reception duties, setting up rooms and carrying out minor decorating work.

Applicants must have a good level of fitness as you will need to have the ability to lift and carry equipment and furniture etc. (under controlled conditions) on a regular basis. You have to be a team player with a "can do" attitude and the motivation to succeed and will already possess the necessary skills and determination to carry out the above duties. A working knowledge of health and safety regulations and the ability and willingness to carry, lift, hold and move heavy and awkwardly shaped loads is essential.

Furthermore, a working knowledge or aptitude for IT systems is required, including; Outlook; the ability operate the Conservatoire's Access Control System; basic use of the BMS (Building Management System) to adjust and report on room temperatures; Computer Aided Facilities Management System to accept and report on maintenance tasks.

You will be required to work 35 hours per week, from Monday to Friday from 07:00 to 22:00 on a monthly shift rota consisting of morning, middle or late shifts.

You will be expected to adhere to the Departmental Dress code by wearing Corporate and Personal Protective work clothing in the performance of the duties.

As an equal opportunity employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender identity and expression, religion or belief, marital status, or pregnancy and maternity.

Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to the supporting statement, otherwise we will not be able to consider your application.

Closing Date: 19 June 2023, 23:59 hours BST (No Agencies)

Interview Date: 28 June 2023

For any queries about this position that are not covered in the job pack, please email Katerina Filosofofoulou, our Talent Resourcing and Organisational Development Officer staffrecruitment@trinitylaban.ac.uk.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

JOB DESCRIPTION

Post:	Facilities Officer
Department:	Estates and Facilities
Reporting to:	Facilities Coordinators
Grade:	Grade 5
Contract:	Full-Time, Permanent

PURPOSE OF ROLE

To provide a proactive, responsive and flexible support function to the Conservatoire that sets the highest standards to promote and enhance its reputation and adds to the wellbeing of its buildings, staff, students and visitors.

RESPONSIBILITIES/HOURS OF WORK

- In dealings with customers and colleagues, the post-holder has a responsibility to personally uphold the highest standards of behaviour and actions that reflect and support the values of the Conservatoire.

The hours for the post are worked on a shift system (35 hours per week) to cover the hours that the Faculty of Dance is open during the week. You will be required to work 35 hours per week, from Monday to Friday from 07:00 to 22:00 on a monthly shift rota consisting of morning, middle or late shifts. Weekend working is required from time to time.

- The post holder will be called upon from time to time to assist at any of the Conservatoire's sites, for any duration commensurate with the scope and grade of the current post.

MAIN DUTIES

- To ensure that the institution's buildings are prepared to receive staff, students and visitors by opening times and that rooms and studios are ready and available for teaching and other purposes (e.g. performances, auditions, exams, other functions) as programmed.
- Undertake a range of day to day tasks including, but not limited to:
 - House Management - Room setting and Portering
 - Routine, planned minor and Emergency Maintenance
 - Security and Reception
 - Cleaning and Hygiene
 - Health and Safety
 - Postal Services, Goods Receipt and Despatch
- Undertake any tasks or project work allocated or requested by the Facilities Support Coordinators.
- Assist contractors and casual (agency) staff employed as and when required.
- Key holder for evening lock-up and morning opening routines.

GENERAL

- Deputise for the Facilities Support Coordinators as required for duties as specified at the time
- Be First Aid trained; deal with any first aid matters including administering first aid, ensuring all accidents and incidents are dealt with promptly and sympathetically and are properly recorded.
- Liaise closely with Security, Reception and Scheduling staff to ensure the orderly conduct of Conservatoire business.
- Undertake backup relief Reception duties as required from time to time.
- Undertake any training or instruction deemed necessary for the efficient and effective performance of the post.
- If qualified, drive the Conservatoire's owned and/or rented/leased vehicles to destinations as required.
- Undertake any other duties as may reasonably be requested by Managers, staff or students from time to time.
- To dress appropriate to the requirements and tasks of the post (PPE is provided), and to wear corporate dress when on duty.

THE POST HOLDER MUST:

- At all times, be committed to Trinity Laban's Equality and Diversity Policy.
- Adhere to all policies and procedures relating to Health and Safety in the workplace.
Promote the profile and image of the Department and the Conservatoire wherever possible.

FACILITIES OFFICER'S ROUTINE

The overall duties of the Facilities team are to ensure the smooth and efficient running of the Trinity Laban conservatoire of music & dance buildings

House Management

- Set out and re-form room layouts to special or standard requirements as appropriate.
- Provide / move / return furniture and equipment to and from rooms, and external locations as and when required.
- Maintain the appearance of the conservatoire estate in a clean and tidy condition, internally and externally, at all times.
- Ensure the premises are fully operational, open and available for business throughout the working day.
- Liaise with and assist contractors and casual staff employed on specific work or events as required.
- Employ vigilance to monitor that all health and safety rules and procedures are correctly

followed at all times in all areas; take appropriate correcting action at the time and/or report any incident or breach immediately to the Facilities Support Coordinators.

- Take part in fire alarm testing procedures and evacuation exercises and monitor the fire alarm panel(s) at least twice per shift; take action on the fire panel to obviate problems where necessary and as instructed.
- Check the Intruder alarm panel for faults and reset after activations (where appropriate to the site).
- Ensure that office equipment such as photocopiers and fax machines are working properly and supplied with paper/toner/cartridges etc., as necessary and liaise with suppliers to ensure breakdowns are resolved quickly.
- Deal with any first aid matters coordinating as necessary with emergency services; ensure that any accidents are properly recorded.
- Check the all refractory areas at regular intervals to ensure that cleanliness and good housekeeping practises are maintained.

Maintenance

- Investigate, record and report to Facilities Support Coordinators of all problems relating to the day-to-day maintenance of the conservatoire's buildings.
- Carry out routine maintenance tasks relating to the fabric of the building(s), including minor plumbing faults and basic electrical care, e.g. reset distribution board failures; replace light bulbs and tubes etc.
- Deal with problems relating to all forms of manual locks – room, locker, cabinet, window etc. including digital systems and liaise with staff and the Student Union concerning replacement locks and keys.
- Ensure that all toilets are in working order, including taps and with no overflow problems.

Security

- Monitor the security CCTV system; log on at the start of each shift to test system functionality and report any malfunction to the Facilities Support Coordinators.
- Undertake security duties as required.
- When acting in a security capacity, check that all personnel entering the premises are bona fide staff, students or visitors.
- Challenge anyone on all premises not wearing and displaying a “resource card”; deal with unauthorised persons appropriately.
- As advised by the Facilities Support Coordinators, ensure an appropriate and relevant level of security within the building throughout the day with consideration for on-going functions and events.
- Ensure premises are secured effectively at night with lights and electrical appliances turned off, windows closed and offices/rooms locked as appropriate.
- Keep keys under proper control at all times; sign keys out and in and “chase” non-returned keys in good time.

Postal Services, Goods Receipt and Despatch

- Undertake Mail Room duties in accordance with the published arrangements for mail distribution as detailed and ensure that internal and external post arrangements, including special deliveries and collections, are carried out as promulgated.
- Collect mail for despatch from designated locations at the times promulgated.
- Receive parcels and other deliveries to the Conservatoire and convey them promptly to the addressee/ authorised recipient or room.
- Arrange cost effective onwards transport by courier or other means for parcels and other goods as required.

Health and Safety

- Ensure that fire doors and fire escape corridors are maintained and kept clear of obstacles and that doors marked “keep shut” or “keep locked” are so maintained.
- Ensure that rubbish is not allowed to proliferate but is removed from the premises as soon as practicable.
- The post holder is required to wear appropriate PPE whenever under-taking duties that require such protection.

Cleaning and Hygiene

- Check periodically that all toilets are in working order, including WCs, urinals, taps and water services. Rectify problems where possible and report other issues to the Facilities Support Coordinators.
- Ensure that washroom facilities; paper towels, toilet tissue and soap dispensers are filled and usable.

CONSERVATOIRE VALUES:

- All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:
<https://www.trinitylaban.ac.uk/about-us/governance/our-vision>

Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

FACILITIES OFFICER PERSON SPECIFICATION

Criteria	Specification	Essential/ Desirable	Measured By
Education/ Qualifications	NVQ Level 2 in mechanical or electrical discipline	Desirable	Application
	Aptitude and willingness to become First Aid certificated	Essential	Application and Interview
	Aptitude and willingness to become SIA certified	Desirable	Application and Interview
	First Aid Certificate holder	Desirable	Application
	Security Industry Authority (SIA) certificate holder	Desirable	Application
	Hold full clean UK Driving Licence	Desirable	Application
Experience	Working as a member of a team	Essential	Application and Interview
	Practical knowledge of the Manual Handling Regulations	Essential	Application and Interview
Knowledge or Understanding	Ability to understand and act on, information and instructions, either independently or as part of a team	Essential	Interview
	Working within an educational environment	Desirable	Application and Interview
	Front of house working	Desirable	Application and Interview
	Attention to detail concerning a building's environment	Essential	Interview
	Knowledge of health and safety regulations	Essential	Application and Interview
Skills and Abilities	General building maintenance skills including painting and decorating and basic plumbing	Essential	Application and Interview
	Good aural and written communications skills	Essential	Application and Interview
	Understanding of mechanical and/or electrical maintenance	Essential	Application and Interview
Personal Qualities	Self-motivated and punctual	Essential	Interview
	A "can do" attitude with a desire to excel	Essential	Interview
	Sympathetic nature with a firm but fair attitude	Essential	Interview
	Sensitivity in dealing with people and problems	Essential	Interview
	Able and willing to carry, lift, hold and move heavy and awkwardly shaped loads	Essential	Interview
	Willing to wear Corporate Clothing/PPE as provided	Essential	Interview
Special Working Requirements	Willing to work in a Shift/rota system	Essential	Application and Interview

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

Contract:	Full-Time, permanent, subject to a 6-month probationary period.
Hours:	The hours for the post are worked on a shift system (35 hours per week) to cover the hours that the Faculty of Dance is open during the week. You will be required to work 35 hours per week, from Monday to Friday from 07:00 to 22:00 on a monthly shift rota consisting of morning, middle or late shifts. Weekend working is required from time to time.
Location:	You will be based across the Conservatoire at the Faculty of Music (King Charles Court, Old Royal Naval College), Blackheath Halls (Lee Road, London) and the Faculty of Dance (Laban building, Creekside).
Salary:	The salary for the post will be in accordance with the Trinity Laban Staff Salary Scale, Grade 5, Incremental Points 16 – 21, £28,672 - £32,008 p.a., inclusive of a London Weighting Allowance of £3,957 p.a. Salaries are paid on the last working day of the month into bank or building society accounts.
Holidays:	25 days p.a. in addition to Statutory, Bank and Public Holidays. Please note, only full calendar months will count.
Sick Pay:	Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.
Pension Scheme:	The successful candidate will be auto-enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 9.6% of their pensionable salary (from 1 October 2019). The Conservatoire pays the Employer's contribution currently at the rate of 21.1% of pensionable salary.
Staff Development:	A range of Staff Development opportunities are available.
Library:	The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use.
Car Parking:	A limited number of parking spaces are available at the Laban Building, subject to availability.
Cafeteria:	Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.
Events:	There is a wide range of music and dance performances each week, many of which are free to members of staff.
Classes:	Reduced rates access to Adult Classes.
Eye Care:	Vouchers for eye tests are available for VDU users.
Health:	Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.
Cycle to Work:	A cycle to work scheme is operated.
Give as you earn:	A give as you earn scheme is operated.

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk