

## TEAM MEMBER ROLE PROFILE

Title Reports to Level	Cleaner and campus operations assistant Campus Operations & Minor Works Manager NT2	Business: Harlow College/Stansted Airport College Location: Harlow sites or Stansted Airport sites	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p><b>Context</b></p> <p><b>1. Success</b> To be part of a forward looking FE college, currently the number one provider nationally for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p><b>2. Culture</b> To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> <li>• Students at the Heart</li> <li>• Work hard/work together</li> <li>• Be your best. Be your future</li> <li>• Always be Innovative and Enterprising</li> </ul> <p><b>3. People</b> Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p><b>Purpose and Dimensions</b></p> <p><b>1. Job Purpose</b> To assist with the day to day running of an efficient, effective and safe campus.</p> <p><b>2. Function's Strategy</b> Contribute to the function's strategy which is part of the Teaching , Learning and Assessment Strategy</p> <p>Part of a team responsible for the delivery of the College's teaching ,learning and assessment strategy and 3 year strategic plan</p> <p>Key Partners/Relationships: All College staff Students Members of the Public Contractors</p>	<p><b>Core Areas of Responsibility</b></p> <ol style="list-style-type: none"> <li>To clean designated areas of the campus and ensure the campus is kept clean and safe at all times, e.g. Emptying and cleaning bins, spot cleaning of spillages, vacuuming carpeted areas, mopping, general tidying, cleaning of toilet areas and replenishment of toilet rolls</li> <li>General external cleanliness and maintenance e.g. inspection for litter and removal</li> <li>To carry out arrange of portering duties, such as moving furniture and equipment, delivering goods/materials around the campus, setting up of rooms for all activities</li> <li>To carry out a range of postal duties, such as collection and distribution of Campus Operations mail and packages and parcels for all academies.</li> <li>To assistant with campus operations duties, such as receiving goods, providing daytime security, maintaining clean grounds and undertaking minor general handyman work if appropriate.</li> <li>Ensuring the campus operates safely and complies with all relevant legislation e.g. test fire alarms weekly</li> <li>Monitor and make requests for cleaning supplies, sanitary products and first aid supplies and kits as needed.</li> <li>Noting, monitoring and reporting any defects with the campus</li> <li>Liaise with contractors working on site when required</li> <li>Deal with emergencies such as leaks, breakages electrical/gas emergencies by making safe and liaising with relevant person.</li> <li>Liaise with Campus Operations Manager to carry out or organise Annual Maintenance checks as required e.g. PAT testing, Boiler checks, Lift Servicing</li> <li>To carry out any other duties relevant to the smooth day to day operation of the campus.</li> </ol>	<p><b>Organisational Capabilities</b></p> <ol style="list-style-type: none"> <li>Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration</li> <li>Achieves maximum benefit from limited resources</li> <li>Quickly adapts to change and sees it as an organisational 'norm'</li> </ol> <p><b>Be the Expert</b> (technical knowledge, qualifications, experience, occupational competence &amp; requirements, etc)</p> <ol style="list-style-type: none"> <li>Educated to GCSE level at grade C or above (or equivalent)</li> <li>Proven experience within a cleaning or similar role</li> <li>An effective team member but with the ability to use own initiative</li> <li>An understanding of relevant Health and Safety regulations</li> <li>Ability to be flexible and implement change, when required</li> <li>Is physically able to carry out portering duties and manual handling</li> <li>Is prepared to work shift hours</li> <li>Proven experience of handling and maintaining confidential information</li> </ol>	<p><b>Competencies</b> (core for all HC team members)</p> <p><b>1. Learning Orientated</b></p> <ul style="list-style-type: none"> <li>➢ An active participant in the College's Performance Development process (company appraisal scheme)</li> <li>➢ Seeks feedback on their own performance from a variety of sources</li> <li>➢ Shares learning with others</li> <li>➢ Engages in development activities and achieves tangible progression</li> <li>➢ Reviews activities/projects and identifies what worked well and what could be improved</li> </ul> <p><b>2. Results Focused</b></p> <ul style="list-style-type: none"> <li>➢ Restless bias to achieve exceptional standards and deliver success</li> <li>➢ Remains focused on the priorities and delivers them relentlessly despite issues that may arise</li> <li>➢ Resolves issues that affect targets being met</li> </ul> <p><b>3. Quality Minded</b></p> <ul style="list-style-type: none"> <li>➢ Is fully engaged with the College's Quality Improvement cycle</li> <li>➢ Is rigorous in analysis including self assessment</li> <li>➢ Notices quality performance in others and offers feedback accordingly</li> <li>➢ Recognises that high quality outputs require high quality inputs and operates accordingly</li> </ul> <p><b>Role Competencies</b> (specific to role)</p> <p><b>4. Communicates With Impact</b></p> <ul style="list-style-type: none"> <li>➢ Builds positive relationships with the team and beyond the working area</li> </ul> <p><b>5. Resourceful</b></p> <ul style="list-style-type: none"> <li>➢ Adapts quickly to change to deal with emergencies and meet deadlines at short notice.</li> </ul> <p><b>6. Problem Solving</b></p> <ul style="list-style-type: none"> <li>➢ The ability to accurately assess a problem effectively and arrive at a speedy, effective solution.</li> </ul>

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	<p data-bbox="595 256 1088 308">13. To carry out a range of caretaking duties, such as locking/unlocking buildings.</p> <p data-bbox="595 355 846 379"><b>Critical Success Factors</b></p> <ol data-bbox="595 432 1043 579" style="list-style-type: none"><li>1. All records are up to date and accurate</li><li>2. Weekly visual checks are carried out</li><li>3. Campus is clean and tidy</li><li>4. Campus is secured and unlocked on time.</li><li>5. Customer satisfaction is high</li><li>6. Achievement of annual appraisal</li></ol>		