



Royal College of Anaesthetists

Facilities Assistant

Directorate: Finance and Resources

Reports to: Facilities Manager

Grade: 7

1.1 Job purpose

To ensure a seamless general facilities service is provided across the College to all staff, fellows, members and visitors.

1.2 Key tasks and responsibilities

Function and Operational Responsibilities

- Provide office support services to all College staff
- Support events and meetings at the College
- Assist with the daily set up and breakdown of meeting rooms
- Take part in a shift rota system to lock and unlock the College building
- Assist with postal duties; which include opening mail, delivering mail around the building, franking outbound mail etc.
- Assist in other office tasks across the College; such as large mailings and collating/coping documents
- Inform the Facilities Manager and/or Head of Facilities of any health and safety issues
- Comply with the Health and Safety at Work Act 1974 at all times
- Assist with Planned Preventative Maintenance
- Monitor reporting system (TOPdesk) regularly and respond to requests and update tickets accordingly, in a timely manner
- Help to maintain loading bay by keeping it tidy, removing and/or delivering heavy items
- Maintain the tidiness of the Education Hub
- Cover occasional late events or weekend work
- Ensure contractors receive and complete permits to work, prior to work commencing

Relationships and Team Working

- Cover room booking requests in the absence of the Room Bookings team
- Provide cover/assistance to the Facilities team, as required
- Provide relief for switchboard and reception duties, as required

1.3 Qualifications, skills, knowledge and experience

- Previous experience in a hospitality/customer facing role or Royal College experience
- Proficient in using Microsoft Office suite
- Good communications skills, both written and verbal
- Ability to undertake daily room set ups and breakdowns and move deliveries

Desirable:

- IOSH or NEBOSH qualified

1.4 Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
<ul style="list-style-type: none"> • Applies knowledge of business to day-to-day activities • Understands team function and how it fits in overall College • Develops a team spirit • Applies a "can do" approach • Understands impact of own role on wider College functions (and vice versa)
Management
<ul style="list-style-type: none"> • Applies their professional expertise to the College • Thinks commercially • Acts as a College ambassador • Delegates fully and effectively • Develops, motivates and engages teams and individuals • Plans resources effectively • Leads by example
Strategic Leadership
<ul style="list-style-type: none"> • Champions key direction and strategy • Encourages and demonstrates entrepreneurialism and cross-College working • Encourages a high-performance culture • Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
<ul style="list-style-type: none"> • Is a team player, open to others' views • Adapts communication style to situation • Keeps others informed and updated • Willing to give and receive feedback • Listens and responds effectively • Values different perspectives
Management
<ul style="list-style-type: none"> • Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard • Works with peers to influence effectively and consistently • Deals with conflict between individuals and teams • Works with partners to enhance the reputation of the College • Ensures transparency and credibility • Networks appropriately • Ensures and enables an inclusive culture

Strategic Leadership

- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery

- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management

- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership

- Knows competitors
- Addresses external conflict
- Focusses on the long-term
- Is aware of changes and impact on others
- Overcomes barriers to improvement
- Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery

- Acknowledges success and failure and learns from them
- Works on own initiative and finds better ways of doing things
- Acknowledges problems and suggests solutions
- Remains open-minded
- Adjusts to changing needs
- Is aware of self and others
- Contributes and adds value to operational plans

Management

- Encourages others to find solutions
- Creates an open forum for innovation

<ul style="list-style-type: none"> • Implements operational plans and manages risks • Realises when things are going wrong and fixes them • Maintains personal credibility
Strategic Leadership
<ul style="list-style-type: none"> • Approaches issues with fluidity and flexibility • Makes improvements at a corporate level • Implements solutions at a strategic level • Welcomes innovation from colleagues and empowers them • Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
<ul style="list-style-type: none"> • Sets personal objectives which meet operational and strategic plans • Adapts to changing priorities • Analyses problems and resolves them • Understands the impact of operational plans on own role • Deals with colleagues fairly and consistently • Keeps focused in the light of changing priorities • Sets high personal standards
Management
<ul style="list-style-type: none"> • Puts operational plans into action • Isn't afraid to make decisions • Ensures right people, right time, right place • Identifies new opportunities
Strategic Leadership
<ul style="list-style-type: none"> • Defines corporate vision and values • Handles all matters with sensitivity • Scans the horizon • Develops strategy, taking into account all external drivers

Signature:

Name:

Date: