

RAVENSBOURNE

ROLE DESCRIPTION AND PERSON SPECIFICATION PROFESSIONAL AND ADMINISTRATIVE STAFF

Role Title: Front of House Officer

Service: Estates and Facilities

Pay Band: B

Reports to: Front of House Coordinator

Purpose of Role:

The primary objective of the Front of House Officer is to ensure a safe and secure environment throughout the University's buildings, their contents, staff, students and other building users.

In performing all these duties there is a need for discretion and confidentiality, as well as a need to be able to establish effective working relationships with other members and employees of the University and to present a positive image of the University to outside organisations and their representatives.

The Front of House Officer remains alert to emergency situations and provides first-line response and escalation via the University's chain of command.

- Providing a welcoming reception to students, staff, visitors and other building users
- Comply with the onsite Security Assignment Instructions and the University's rules and regulations
- Support the performance of the Security Contract.

The Officer will be required to work from any of the Ravensbourne buildings on a weekly shift roster basis covering Monday to Saturday 7am-11pm.

Role Responsibilities:

General

- Regular patrolling, securing and unlocking of all campus buildings and off-campus premises as required. Recording any faults with fixtures and fittings in the Daily Occurrence Book

- Attending and dealing with incidents as directed, logging in the Daily Occurrence Book and documenting incident reports were necessary
- Staffing security points when required
- Positively challenging building users not complying with Ravensbourne rules and regulations
- Receiving and directing visitors, students, delegates using the TopDesk system visitor registration process
- Directing / assisting with way finding for building users
- Printing/allocating building users with appropriate ID cards
- Responding to fire and intruder alarms
- Summoning and liaising with emergency services during an emergency situation
- Reviewing CCTV surveillance / access control system and providing reports when requested
- Managing building users access permissions on the Universities Access Control System
- Administering First Aid when required
- Issuing keys in accordance with procedures
- Escalating non-compliance / behavioural / welfare issues to the Facilities Manager
- Providing training to temporary/new members of the team
- Maintaining regular radio contact with other members of the Security/Front of House team
- Exercising discretion when required, have a good sense of awareness and ensure GDPR regulations are adhered to at all times
- Identifying potential areas for service improvement
- Assisting with the University's enrolment process as required; this may include processing student information, printing ID cards, grouping ID cards into class groups

Admin

- Transferring items in the DOB into an email and sending to the relevant stakeholders including the Facilities Manager and admin support
- Maintaining Departmental records as required
- Implementing good practice processes to increase efficiency
- To meet regularly with the Front of House Coordinator to discuss operational requirements and University events

General

- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role
- Work within Ravensbourne's Code of Conduct and other Rules
- Statutory comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate

- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices
- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved

Key working relationships

- Front of House Coordinator
- Facilities Manager
- Assistant Facilities Manager
- Health, Safety and Environmental Manager
- Student Services
- Technical Services Manager / Assistant Technical Services Manager
- Timetabling Team
- Head of Estates and Facilities
- Events Team
- Catering Contractor
- IT/AV Teams
- Cleaning & Security Contractors
- Academic Teams
- All staff, students, contractors, visitors and other building users

Resources Managed

- CCTV System
- Access Control System

Budgets:

- N/A

Staff:

- N/A

Other (e.g. equipment; space)

- N/A

Person Specification (Knowledge, Skills and Behaviours)

	Essential	Desirable
<p><u>Core Personal Skills</u></p> <p>Minimum Qualification Required:</p> <ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Possess a valid SIA Door Supervisor • First Aid at Work 	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Customer focus and service</p> <p>Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>	<p>✓</p>	
<p>Enterprise and support for Income generation</p> <p>Understands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary.</p>	<p>✓</p>	
<p>Team working</p> <p>Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.</p>	<p>✓</p>	
<p>Communicating and relating to others</p> <p>Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.</p>	<p>✓</p>	
<p>Organising work</p> <p>Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.</p>	<p>✓</p>	

	Essential	Desirable
<p>Using IT</p> <p>Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment</p>	✓	
<p>Problem solving and decision making</p> <p>Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation</p>	✓	
<p>Future focussed and change-ready</p> <p>Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.</p>	✓	
<p>Numeracy and Statistics</p> <p>Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p>		✓
<p>Team leadership and Management</p> <p>Leading and managing team(s) successfully towards specific agreed outcomes in ways that engage, motivate and develop team members</p>		✓
<p>Resource Management</p> <p>Ensures that the resources required are available at the right time and in the right place, and appropriately monitored, so that the work can be done effectively and efficiently</p>		✓
<p>Staff Management</p> <p>Ensures that all staff managed are properly, deployed and developed in their role, and are enabled to make their contribution to the achievement of short and medium term objectives and longer-term organisational success</p>		✓

	Essential	Desirable
<p><u>Professional and Administrative knowledge and know-how</u></p> <p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p>	✓	
<p>Professional context</p> <p>Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally</p>		✓
<p><u>Professional and Administrative service delivery, systems and processes</u></p> <p>Delivering the service</p> <p>Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p>		✓