

Job Title: Campus Services Attendant

Unit/School: Environment & Estates

Grade: 2 A/B

HERA: HWG046

Core purpose of role

Our Campus Service Attendants provide a key role in the smooth running of the day-to-day Operations of the university. They use their excellent customer service skills to provide a positive experience assisting students, staff, contractors, and visitors where necessary. This is a varied role which incorporates dealing with deliveries, daily set-ups, office moves and minor maintenance across our campuses. Assisting with the University's Emergency procedures and having a key role in Health and safety are also essential.

Key responsibilities and contributions

- Support with all incoming and outgoing centrally received Mail and Parcels deliveries, utilising the University software systems to ensure efficient and accurate processing and service delivery. To assist as required in the delivery and receipt of items across Campuses.
- Minor maintenance duties, including repairs, emergency cleaning and removal of debris where required.
- Office furniture moves, Room set up/arrangements for Teaching spaces and/or Meeting rooms as and when required.
- Assist the Campus Services Manager and Senior Campus Services Attendant in the proactive monitoring of faults / defects across the Campus estate, dealing with emergency situations before immediately making areas safe and reporting necessary repairs.
- Assist in the traffic management across the Campuses, supporting the contracted Managed Car Parking attendants.
- Perform a key role within the wider Campus Services team in ensuring the Safety, cleanliness and Security of the estate, its Students and Staff.
- Be conversant with and to assist with emergency evacuation procedures, including weekly fire alarm testing. To undertake and maintain First Aid Training as appropriate and to be available as a First Aider when on duty.

Person specification

Essential qualifications / Professional memberships

- General education, to GCSE grade A-G, or can demonstrate equivalent work-based experience.
- A driving licence valid to facilitate use of Cardiff Metropolitan University vehicles (or own vehicle when required).

Essential experience, knowledge, and skills

1. Exceptional understanding of how to provide superb customer care, supporting enquiries in a courteous, helpful, and informed manner.
2. Clear communication skills, able to interact with, and manage the expectations of a variety of service users.
3. Experience of working in a client-driven environment.
4. Ability to work effectively both individually and within a small team.
5. Outstanding organisational skills, able to use own initiative to support multiple simultaneous tasks and priorities, ensuring timely support.

Desirable

1. Basic Proficiency in Microsoft Office Applications.
2. Broad based practical skills relevant to the performance of minor, non-specialist maintenance tasks.
3. Knowledge of Health & Safety legislation and able to implement.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user				



Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires an enhanced DBS child barred list check.

Supporting information

The University is a dynamic organisation, and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.