

Job Description



Post/Job Title:	Service Delivery Facilities
Location:	GTA University Centre, St Peter Port House
Duration:	PERMANENT
Normal hours per week:	25hrs (7.30 - 12.30 Monday - Friday, term-time only)
Occasional evenings and weekend working may be required to cover the opening and closing of GTA training suite (rota basis). Some flexibility of additional hours maybe required in order to ensure that key timescales, holiday and sickness, and the operational needs of the business is covered.	
Accountable to:	Service Delivery Manager

Job Purpose

To provide a high quality, customer-focused service delivery support to the GTA University Centre, at its St Peter Port House premises. To ensure that customer engagement and experience is paramount; that the facilities are fit for purpose; that the cleanliness of the areas is kept to a high standard for the effective delivery of our training programmes; and to provide administrative support to the Service Delivery Team.

Personal Requirements

A proven record of working in a customer-focussed business with a passion for delivering operational excellence and exceptional customer experience, demonstrating honesty, dependability and self-motivation.

Able to prioritise, co-ordinate, monitor and deliver a variety of tasks from our internal and external customers, mainly handling the upkeep and general care of the training suites, liaising with and providing refreshments to delegates attending the GTA. A team player, maintaining a professional approach at all times. Some administration skills and experience will be desirable although full training will be given.

Proven customer service skills, the willingness to meet and exceed customer expectations, and the ability to work under pressure is essential. Some flexibility will be required in order to ensure that key time scales and deadlines are met at busy times. Ideally hold a clean driving licence (parking is provided).

Duties and Responsibilities

1. Security & IT

- Daily opening of St Peter Port House office and training suite
- Checking and securing the premises when necessary
- Setting up IT equipment for courses, maintaining and monitoring GTA laptops.

2. Customer Service

- Welcoming and registration of delegates, tutors and visitors
- Preparation of basic onsite refreshments and the co-ordination of offsite refreshments as required

- Preparation of the training rooms for course delivery, set up laptops and digital projectors to tutor requirements (training will be given)
- Support the Programme Managers in their liaison with tutors and students
- Collection and delivery of materials to offsite locations when required.

3. Cleaning

- Daily cleaning of the GTA offices
- Upkeep and general cleaning of the training suite (including toilet areas) to a high standard
- Adhering to daily, weekly and monthly cleaning rotas.

4. Health & Safety

- Check and report any damage or security defects to the building, furniture, fittings and equipment to Service Delivery Manager
- Undertake necessary training in First Aid at Work and Fire Marshall.

5. General

- Regular liaison with Service Delivery Manager and Service Delivery Team
- Stock control and ordering of consumables directed via Service Delivery Manager
- Liaison with suppliers and contractors directed via Service Delivery Manager
- Weekly planning of workloads and resources with the Service Delivery Manager
- Attend monthly staff meetings
- Assisting and supporting the Service Delivery team on administration tasks as and when required
- Any other duties as required.

Hours of Work

The working week will be 25 hours Monday - Friday, normally 7.30 -12.30, term-time only.

Variation to these times may be necessary to cover sickness, holidays and meet the operational needs of the business.

Holiday Entitlement

23 days per year (pro rata)

Rate of Pay

Upon application

Updated: 18 November 2021