## JOB DESCRIPTION

**Facilities Co-Ordinator (Library)**  
Vacancy Ref: M248

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Facilities Co-Ordinator (Library)</th>
<th>Grade 3S</th>
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</thead>
<tbody>
<tr>
<td>Department/College:</td>
<td>Facilities, The Library</td>
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<tr>
<td>Directly responsible to:</td>
<td>Security Operations Manager</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>N/A</td>
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### Other contacts

**Internal:**
Includes: Students and University users of the Library service, Library colleagues, Facilities, Security, relevant colleagues in other professional services.

**External:**
Includes: Visitors and other external Library users, suppliers and contractors.

### Major Duties

#### The Role –
The Facilities Co-Ordinator (Library) role is essential to the smooth running of library spaces in providing a safe and secure environment for students, staff, and visitors, and enabling service excellence via a range of customer focused services.

The Library is committed to being user focused and socially inclusive and takes a dynamic approach to service delivery. We provide inspirational and high-quality learning environments that encourage academic excellence and respond to the changing expectations of our users. This role requires the post holder to work closely with Library staff to provide a high quality, user-focused support service and to assist in maintaining and developing the Library as an outstanding study environment. All work should be carried out with a customer focused attitude and a proactive work ethic.

Facilities Co-Ordinators (Library) work a rotating shift pattern to provide a service during all library opening hours, and are required to be a proactive, welcoming, presence to all Library users, provide a reception and patrol service and respond quickly and professionally to library incidents. Good communication and interpersonal skills are important to be able to support a wide range of library users and respond appropriately.

#### Major duties -

- Proactively seek opportunities to welcome and support people in using Library spaces and services; providing helpful guidance to basic procedural and directional enquiries and on the use of library spaces.

- Ensure library buildings and resources are kept safe and secure by locking and unlocking rooms and main entrance doors, undertake opening and closing routines, including clearing the Library building, and monitor the stock security system at the Library exit.
- Monitor the door access and alarm systems on a regular basis to confirm they are fully operational, ensuring alarms are set/unset where necessary, including the setting and un-setting alarms panels when they have been activated.

- Work closely with Security and other staff in an emergency situation in line with procedures, which may involve liaising with the Emergency Services. Assist in evacuation and respond to any other alarm activations or incidents in line with guidelines and policies.

- Support users with physical and learning disabilities and non-standard requirements in using the Library spaces and services. Assisting staff or students with special access or evacuation requirements (e.g. individuals with mobility issues).

- Participate in ensuring the Library is an attractive and safe environment conducive to study: explaining and enforcing Library rules to users, patrolling the building, reporting building and equipment maintenance requirements, recording statistics.

- Carry out ad-hoc duties e.g. in connection with open days, student or staff demonstrations, undertaking duties such as locking and unlocking doors and arranging furniture moves for functions, conferences and other events according to a layout plan.

- Support the maintenance of a pleasant and safe study environment e.g. emptying bins, clearing tables, spillages.

- Collect, deliver and accept internal and external mail and deliveries.

- Assist with stock circulation, re-location, and movement of furniture and equipment.

- Be responsible for the control and custody of all keys used within the Library.

- Accept, record and keep in safe custody any found property and carry out University and Library procedures for handling.

- Act as a First Aider (in accordance with University procedures).

- Liaise with security, report any incidents occurring, take appropriate action when suspicious incidents or activity are noted, deal with any suspicious packages in line with policies.

- Clear snow and grit surfaces when necessary and make suitable arrangements for maintaining safe access and egress.

- Participate in staff development activities including formal training sessions, short-term working groups, apprenticeships and self-directed learning to develop skills and competencies for rapidly changing service needs.

- Have a flexible approach to working.

- At all times to carry out your responsibilities with due regard to the University’s code on Equality and Diversity, University Health and Safety Codes of Practice and Child Protection Policy.

- To undertake reasonable duties as requested by the Security Operations Manager, Duty Supervisor, or Library Space and Services Manager (or their nominee).