Candidate Information

Position: Facilities Assistant
School/Department: Student Experience
Reference: 26/113707
Closing Date: Monday 23 November 2026
Salary: £28,087 - £28,417 per annum
Anticipated Interview Date: Wednesday 2 December 2026
Duration: Permanent - Full Time

JOB PURPOSE:

Queen's Accommodation is part of the Student and Campus Life Directorate which is dedicated to enhancing, enriching and exceeding the student experience as well as delivering an exceptional experience to our internal and external customers. The Accommodation portfolio consists of circa 4,000 bedrooms catering for students, staff and customers.

The post holder will work as part of a flexible team to ensure an efficient service to both staff and student accommodation.

MAJOR DUTIES:

1. Assist in the servicing of all student and staff areas to include general cleaning and maintenance of assigned areas and equipment, both indoors and outdoors. This will include power washing, leaf blowing and window cleaning.
2. Carry out regular scheduled tasks in relation to Health & Safety e.g weekly fire checks and legionella flushing and complete relevant records.
3. Assist with weekly bin schedule ensuring all stores and areas are maintained to a high standard. All bins, including Euro bins, to be correctly presented for collection and returned in a timely manner.
4. Complete basic maintenance repairs when required. For example, replace batteries, curtains, rails and build furniture as agreed by supervisor.
5. Drive University vehicles, collecting and delivering goods, moving furniture and assisting with staff or student room moves.
6. Complete regular vehicle checks.
7. Use appropriate equipment in line with Health & Safety Procedures.
8. Uniform and PPE provided must be always used in accordance with University Health & Safety policies.
9. Report all accidents/incidents immediately when they occur following the appropriate procedure.
10. Report any equipment faults or maintenance issues immediately to your supervisor.
11. Promote customer service excellence within the team in all communications and contact with University staff, students and customers.
12. Attend staff training as and when required and keep essential online training up to date.
13. Responsible for the safekeeping of allocated equipment/materials, including vehicles, storeroom goods, possession and issuing of keys etc. ensuring they are kept in good working order including responsibility for basic maintenance.
14. Assist in compiling and maintaining records for stocks, inventory lists of equipment and stores. This may include:
    - Ensuring that optimum stock levels are maintained;
    - Ensuring that goods received for departments are checked and requisitioned;
    - Ensure correct stock rotation and returnable containers are stacked and ready for collection; and
    - Stock ordering as per signed purchase orders.
15. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

ESSENTIAL CRITERIA:

1. Secondary school education.
2. Valid driving license.
3. Relevant experience of dealing with customers.

4. Demonstrate basic maintenance skills.
5. Awareness of general health and safety requirements.
6. Numeracy & literacy skills.
7. Ability to understand and comply with instructions given in English.
8. Able to communicate clearly and courteously with all students, visitors and staff.
9. Ability to work as part of a team.
10. Understand the importance of confidentiality.

DESIRABLE CRITERIA:

1. Significant experience of dealing with customers.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to: Stephen Kane at s.kane@qub.ac.uk