University of Edinburgh

Job Description

1. Job Details

Job title: Evening Steward

School/Support Department: School of Philosophy, Psychology and Language Sciences

Unit (if applicable): Institute for Applied Language Studies (IALS)

Line manager: Senior Administrator

2. Job Purpose

Provide a comprehensive support service to students and teachers within the Institute for Applied Language Studies, particularly in relation to the security of the building and the set up and maintenance of equipment and classrooms.

3. Main Responsibilities

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<tr>
<th>Approx. % of time</th>
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<tr>
<td>1. Maintain security of the building at all times in accordance with University policy with a view to ensuring safety and security at all times 10%</td>
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<tr>
<td>2. Provide general reception cover in line with current administrative systems, ensuring a professional image of the Institute is maintained at all times 40%</td>
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<td>3. Maintain and undertake teacher requests to ensure the smooth running of classroom activities 35%</td>
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<td>4. Move and set up furniture and equipment throughout Institute so that classes or meetings take place on time 10%</td>
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<td>5. Restock vending machines and organise general repair of classroom equipment with a view to ensuring they are in good working order 5%</td>
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4. Planning and Organising

- Action daily teacher requests
- Prioritise own daily workload
- Plan summer installation scheduling
- Organise equipment and teaching material installation and removals during summer classes

5. Problem Solving

- Daily conflicting work tasks - The post holder will work autonomously in the evenings however, will seek advice from line manager if required during the day.
• Prospective students or visitors to Institute, seeking advice - The post holder will redirect any queries to the most appropriate member of day time staff or seek further clarification from line manager if required.

6. Decision Making

• Prioritisation of own workload
• Direct students to appropriate classrooms whilst on reception
• Decide on appropriate room changes where necessary in the evening

7. Key Contacts/Relationships

The post holder will have regular contact with members of the University for the purposes of ensuring adequate room and material set up.

The post holder will also have regular contact with external equipment suppliers as well as prospective students and visitors to the Institute.

8. Knowledge, Skills and Experience Needed for the Job

• Physically fit
• Basic security experience
• Ability to prioritise own workload and make adjustments as necessary

9. Dimensions

Students – direct students to appropriate classrooms, and arrange redirection of queries if appropriate

Provide task support to approximately 26 teachers

Provide technical support to 40 teachers in relation to Institute equipment

10. Job Context and any other relevant information

As IALS is a self funding unit it is important to ensure continuing income to IALS that clients are dealt with courteously and efficiently if they contact reception in the evening.