University of Edinburgh

Job Description Template

1. Job Details

Job title: Part-time General Services Assistant

School/Support Department: PPLS

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

Line manager: Senior Administrator

2. Job Purpose

General upkeep of IALS Common Room and staff work area, providing coffee service to staff and students and sandwich lunches for staff meetings. Some housekeeping duties in IALS student flat.

3. Main Responsibilities

1. Provide coffee service to students and staff, ordering supplies as required 10
2. Order and present sandwich lunches for staff meetings and finger food for group farewells. 25
3. Collect daily newspapers for Common Room and teaching materials from IALS’ other location 20
4. Clean kitchen area, launder towels, tea-towels and dusters 10
5. Check IALS bedlinen and cleaning materials stock for summer school. Arrange with laundry for pick up of used bedlinen 5
6. Assist Registrar to check inventory for IALS student flat, provide bedlinen and assist with arrival and departure of students at the beginning and end of term (weekend work) 5
7. Do photocopying and laminating for members of staff 15
8. Send and sort faxes, fill envelopes for mailings 10

4. Planning and Organising

On weekly basis, order supplies for coffee service.

Plan purchase of food and ordering of juice for staff lunches, within budget supplied by Senior Administrator.

As requests for photocopying are received, prioritise work to ensure all staff receive their copies as required.

5. Problem Solving

Last minute request for finger food for group farewell. Liaise with Senior Administrator on budget and discuss any outstanding tasks that will have to be delayed.

Multiple request for photocopying. If priority is not clear, consult Senior Administrator

6. Decision Making

Decide on supplies for coffee service to be ordered.
Decide what food to buy for staff lunches within budget. Advise Senior Administrator on quantity of bed linen available for summer school flats so that extra may be ordered if needed.

7. Key Contacts/Relationships
Coffee machine company contacted every time there is a fault with coffee machine. Social Programme Organiser provides information about student farewells so that supplies can be ordered in time. Registrar provides information on numbers of students to expect for photocopying of welcome pack information and arrival at IALS student flat. Senior Administrator provides information on numbers of student flats to be used in summer school and therefore amount of bed linen and cleaning materials required for each location. Director and Section Heads send requests for staff sandwich lunches. Staff request photocopying and laminating.

8. Knowledge, Skills and Experience Needed for the Job
Good general education including Credit level Standard Grade English or equivalent. Able to communicate with overseas students, University staff, trades people, delivery people. Able to move furniture, equipment and deliveries. Able to use photocopier. Able to follow instructions. Aware of safety issues in a busy working environment. Experience of prioritising tasks and working unsupervised. Flexible attitude, reliable and willing to work extra hours at peak periods.

9. Dimensions
Provide coffee service for over 100 students and 50 staff per day. Provide staff sandwich lunches for approx 30 people as requested. Do photocopying for approx 5 staff on regular basis and up to 30 from time to time. Maintain bed linen and cleaning materials stock for approx 500 students at summer school.

10. Job Context and any other relevant information
The job-holder is based in the Common Room and acts as a point of contact for students who do not know who to speak to, and also as a friendly face if students are homesick/ill.