

JOB DESCRIPTION



JOB TITLE	Facilities Porter
DATE	July 2025
DIVISION	Healthcare & Education (SEF)
SITE / OFFICE	Designated Region – SEF
REPORTS TO	Building Manager/Facilities Manager

ROLE OVERVIEW

This recruitment campaign is being managed by **OCS Group UK** on behalf of **Sussex Estates and Facilities LLP (SEF)** - which is a partnership formed between OCS and the **University of Sussex**. SEF is the direct employer for this role and is responsible for delivering facilities management services across the University of Sussex estate.

OCS is proud to partner with the University of Sussex in this long-term collaboration. With a workforce of over 50,000 colleagues and a turnover exceeding £2 billion, OCS is a market leader in delivering innovative and award-winning services across facilities management, including hard services, cleaning, security, and catering. These strengths underpin our commitment to excellence in the SEF partnership.

Our shared mission is to enhance the University campus by ensuring it operates smoothly and efficiently, aligning with the University's values and commitment to sustainability. Together, we are dedicated to making the campus a better place for students, staff, and the broader community. The partnership is built on the core values of **Trust, Respect, Unity, and Empowerment**, guiding how we work and deliver services.

Please note: The employing organisation for this role will be Sussex Estates and Facilities LLP.

Porters at Sussex Estates and Facilities serve as the first point of contact for students and visitors, providing assistance, minor maintenance, cleaning, and safety support. They represent the University with professionalism, ensuring a welcoming environment and upholding high standards of conduct and service.

KEY TASKS & RESPONSIBILITIES

- Provide information and assistance to residents and visitors.
- Handle inquiries and resolve issues related to accommodation and facilities.
- Manage the front desk and act as a point of contact for residents.
- Receive and distribute mail, packages, and deliveries.
- Track package storage and notify residents of arrivals.
- Report and address maintenance issues.
- Coordinate with maintenance staff or contractors.
- Conduct safety and security checks, including fire alarm tests.
- Respond to emergencies (e.g., fire, medical, security).
- Assist with evacuations and crisis support.
- Maintain administrative records (e.g., directories, schedules, key logs).
- Support room assignments, check-in, and check-out processes.
- Build positive relationships with residents and foster community.
- Address concerns and complaints professionally.
- Enforce University policies and student conduct regulations.
- Collaborate with University staff and campus security.
- Provide regular reports on incidents, safety, and maintenance.

QUALIFICATIONS, SKILLS & EXPERIENCE

Essential:

- Strong interpersonal and customer service skills.
- Ability to respond effectively to unexpected situations.
- Proficiency in basic administrative tasks and record-keeping.
- Effective verbal and written communication.
- Dependability and punctuality.
- Teamwork and attention to detail.

Desirable:

- Experience in security, customer service, or residence life.
- Additional language skills.
- Knowledge of University policies.
- Conflict resolution and maintenance skills.

CORE EXPECTATIONS

Operational needs

- Flexibility to respond to emergencies and unexpected issues.
- Ability to manage multiple responsibilities (e.g., admin, maintenance, customer service).
- Willingness to work collaboratively with various departments.

- Maintain professionalism and a welcoming demeanor at all times.

Health & Safety:

- Flexibility to respond to emergencies and unexpected issues.
- Ability to manage multiple responsibilities (e.g., admin, maintenance, customer service).
- Willingness to work collaboratively with various departments.
- Maintain professionalism and a welcoming demeanor at all times.

Working Arrangements

- Specific working hours not detailed in the document but likely to include shift-based or flexible scheduling to support 24/7 operations.
- Based within academic buildings under Sussex Estates and Facilities.

Acceptance of role

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: