

JOB DESCRIPTION**FASHION AND TEXTILES INSTITUTE****Job title:** Out of Hours Assistant**Grade:** 2**Responsible to:** Technical & Facilities Manager**Date:** February 2026

Job purpose: To support the safe and secure operation of the Fashion & Textile Institute outside core hours by monitoring building access, carrying out routine building checks, reporting issues, and providing polite and helpful assistance to staff, students and visitors.

Main duties and responsibilities

1. Carry out routine safety checks of the building, corridors, and communal spaces. E.g check that fire exits and evacuation points are unobstructed.
2. Monitor access points and ensure only authorised individuals enter the building. Check ID cards and/or visitor passes, offering directions to those attending events.
3. Provide polite and helpful general assistance to staff, students, and visitors using the building.
4. Provide basic guidance to others on permitted areas of use, highlighting respective building rules.
5. Act as the first point of contact, for urgent queries, escalating incidents or emergencies immediately to an appropriate staff member.
6. Maintain a log of building checks and any access or maintenance issues arising, for handover to the Technical & Facilities Manager or Safety and Support.
7. Follow building closing procedures as directed. Ensure all external doors and windows are secure, reporting any faults.
8. Collect and ensure lost property found during checks, is held securely and reporting procedures are followed.
9. Become trained in and maintain a qualification in First Aid at Work.
10. Undertake any other duties as reasonably requested.

General duties and responsibilities

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
3. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work within and actively support the equality and diversity policies and practices of Falmouth University.
7. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: Out of Hours Assistant

Attributes	Essential requirements	Desirable requirements
Education and qualifications	<p>Good general education</p> <p>First Aid certificate or willingness to undertake first aid training</p>	<p>health & safety training</p>
Experience and knowledge	<p>Customer service experience, ideally gained in a facilities or security role</p> <p>Experience of working in an independent or lone working capacity</p> <p>Knowledge of the importance of maintaining a safe environment.</p> <p>Experience of using simple logging and reporting systems</p>	<p>Recent and relevant experience gained in education</p> <p>Experience of completing electronic checklists and forms</p> <p>Experience gained in basis building or site safety procedures</p>
Skills and personal requirements	<p>Ability to communicate clearly and politely with a wide range of building users</p> <p>Approachable and supportive</p> <p>Punctual and reliable</p> <p>Ability to complete routine tasks with consistency and attention to detail</p> <p>A commitment to delivering a positive experience at all times for building users</p>	