

# We're Hiring

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**Facilities Assistant - Building**

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Thank you for your interest in joining us here at Liverpool Guild of Students.

As a students' union, we are committed to offering excellent opportunities, services and facilities for all 28,000 students at the University of Liverpool. We make sure that our members have the best experience, become equipped to change the world and are proud of their Guild, aiming to be one of the leading Students' Unions in the UK. This is an exciting time for us as we return to our campus in the Post Covid environment.

We are very proud of our achievements over the last few years and how our staff team and members came together to adapt carry on the Guilds work. We are also in the 4th year of a 5 year strategic plan, and are excited to welcome new and talented people to help us meet our development goals. This is a fantastic opportunity to work in a vibrant and ever-changing environment, alongside a team of amazing people who are truly dedicated to improving the student experience. Enjoy reading more about us in this pack, and I wish you the best of luck with your application.

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A portrait of Tricia O'Neill, a woman with grey hair tied back, wearing a striped shirt and a green lanyard. The background is a blurred outdoor setting with brick buildings.

# Tricia O'Neill

Guild CEO

# About us

**We're Liverpool Guild of Students, the award-winning Students' Union for the University of Liverpool. Our job is to create a home for each of the 28,000 students during their time here, ensuring each student gets the most out of student life beyond their degree.**

We like to think of ourselves as home for opportunities - whether that be through joining one of our 200+ societies, taking part in volunteering, coming to a pub quiz or tucking into one of our ever-famous burritos. Each student becomes a member of the Guild as soon as they join the University, and being part of our staff team means looking forward to seeing what opportunities students embark on and achieve every year.

## Our strategy

### **What is the Guild For? (Our Mission)**

We will offer excellent opportunities, services and facilities which improve, enrich and develop the lives of all students at the University of Liverpool, from application to graduation.

### **Where are we going? (Our Vision)**

We will ensure that our members have the best experience, be equipped to change the world and be proud of their Guild. We will be one of the leading Students' Unions in the UK.

### **To do this, we promise to:**

- Support our members
- Invest in our spaces
- Ensure all members benefit from the Guild
- Put members at the heart of decision making

To help us keep our promises and continue to deliver a great experience for our members, we invest in the following four key areas:

- People
- Equality, Diversity and Inclusion
- Communications
- Digital and IT

# How we're run

**We're run by students, for students, and with students.**

This is at the heart of everything we do, and our democracy structure is designed to give every student the chance to have their say and shape their university experience.

We're the key link to the University, representing the voice of 28,000 students and helping to improve the quality of their education. If something needs to change, we'll help them to make it happen.

## Funding

We receive most of our funding from the University of Liverpool. We get this each year in the form of a block grant. We also raise funds through trading (bars, the shop and Union Brew) and a small amount from donations and other grants. As a charity, we do not generate profits to pay to shareholders - every penny that is made is reinvested back into the organisation.

## Trustee Board

Our Board of Trustees is made up of four full time student representative officers, 4 student trustees and 4 external trustees. The Board has overall responsibility for the management and administration of the Guild, fulfilling this by setting the overall strategic direction and directly managing the Chief Executive.

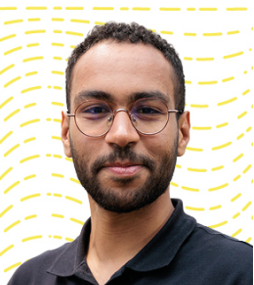
## Staff Structure

We currently employ circa 70 salaried staff to provide services for our members, as well as approximately 120+ student staff. The Senior Leadership consists of three Department Directors and the Chief Executive.

# Our elected leaders

Every year, students are given the chance to vote for, and stand to be one of, the four Student Officers who run our organisation. They lead the political and campaigning direction of the Guild and help ensure that our priorities are aligned to students' needs.

**Our Student Officers 2025-2026 are:**



**Othman Ibrahim**  
Guild President



**Will Jones**



**Holly Thompson**



**Jitendra Mohan Inturi**





**Representative & Involving:**

Our members lead us and are involved in shaping their own experience at every level.

**Fun & Friendly:**

Everyone is welcomed here and we create a home away from home for all our members.

**Sustainable:**

We've been here for over 100 years. We'll be here for hundreds more by being ethically, environmentally and financially sustainable.

**Professional & Responsible:**

We are inclusive, informative, respectful, human and inspiring.

**Innovative & Agile:**

We are responsive to new ideas.

**Amibitous:**

Everything we provide is the high quality our members deserve.



# Working With us

## **Where we work**

Our building sits right in the heart of campus, at 160 Mount Pleasant. If coming to work with us would mean relocating, you can find out more about Liverpool by visiting [www.visitliverpool.com](http://www.visitliverpool.com) but take it from us, it's an amazing city to live and work in.

## **Diversity and inclusion**

We're committed to ensuring our workforce reflects the diversity of the world and community we're based in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disabilities.

## **Benefits**

If working here wasn't good enough in itself, we also offer a wide selection of benefits.

### **Holidays**

We offer 30 days annual leave, plus bank holidays. In addition to this, we also offer six discretionary days, four days at Christmas and two days at Easter. We also provide the option to buy additional annual leave of up to ten days per annual leave year.

### **Discounts, Discounts, Discounts**

You can join the University Perks at Work discount scheme, which offers exclusive deals and discounts at your high street favourites, restaurants, cinemas, holidays and many more. You can also purchase a Totum Card and download the Totum App for further discounts and offers, and enjoy keeping fit for less with a discounted membership at the University gym.



## Events & Socials

From our annual Christmas party to free Mountford Hall gig tickets and socials organised by your Staff Representatives throughout the year, there's opportunities to mix with colleagues outside of the working day.

## Learning and Development

If you're keen to further your skills, knowledge and experience, we provide a range of ways you can boost your personal development. There's money in the pot to invest in you.

## Volunteering

Make the most of the opportunity to give something back with five paid days for volunteering leave.

## Flexible Working

You can request to work more flexible hours to suit your lifestyle.

## Car Parking

If you travel to work by car, you can make use of the various car parks in close proximity to our building which can be accessed at the swipe of your University staff card.

## Employee Assistance Programme (EAP)

Access the EAP and get extra support as and when you need it. Ran in conjunction with the University of Liverpool, the EAP offers confidential counselling and information to support staff with personal or work-related issues which may be affecting your health, wellbeing or performance.

## Occupational Sick Pay

Employees with over six months service are eligible for occupational sick pay, in line with our attendance procedure.

## Salary Sacrifice Scheme

Trade in part of your salary for a non-cash benefit via the Childcare Voucher or Cycle to Work scheme – giving a little bit can go a long way.

## Pension Scheme

You can put it away for a rainy day by entering our pension scheme.

**83%** of our employees would wholeheartedly recommend the Guild as a great place to work.



*"I started my Guild Journey in 2015 as a Bars Supervisor, I instantly loved it and it felt like home the staff in the organisation were so friendly and even though many people have come in gone in my time the morale still stands high always. The Guild is so supportive in so many ways but in my time here I have developed from a Bars Supervisor to now running Union Brew one of the most successful coffee shops on Campus!"*

*Your ideas are always welcomed and your always appreciated for everything you do. We also have a lovely staff kitchen were tea and coffee and city views are provided!*

**Megan Byrne, Union Brew Store Manager Employed since September 2015 .**



*Since starting my journey as a Student Staff member, the Guild has offered opportunities to develop my skills and grow professionally. I have benefited from a range of training not only role specific but also in wider transferable skills.*

*Always striking a great work-life balance, the Guild is a supportive and friendly environment to work in – in which no two days are the same.*

*But at the heart of the organisation is the dynamic staff team; ready to push your skill set, challenge your thinking or just have a chat about in the staff kitchen.*

*plus, the free tea and coffee helps!*

**Alex Jones, Marketing Manager Employed since Nov 2016.**

# Equality Diversity & Inclusion

## Statement from our Chief Executive

The BAME Guaranteed Interview Scheme at Liverpool Guild of Students is committed to the principles of equality of opportunity. We annually review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from black and minority ethnic (BAME) candidates and have introduced a BAME guaranteed interview scheme. We recognise that applicants from Black, Asian and Minority Ethnic (BAME) backgrounds may have experienced additional barriers when applying for new roles.

Therefore, we are taking positive action to address an under-representation within our organisation. If you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from a BAME background, you'll be guaranteed an interview. If you are a BAME applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the Equality and Diversity Monitoring Form. If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees an interview for BAME applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.





## Job Description

### Facilities Assistant - Building

**Job Title:** Facilities Assistant -Building  
**Responsible to:** Facilities Manager  
**Salary:** Guild Pay Band 3 - £24,256  
**Hours:** 35 Hours per Week – Full Time including evening & weekend work

#### Summary of Post

To assist in the provision of an effective facilities management service which ensures the safe and efficient running, upkeep, cleaning and maintenance of the Guild premises and equipment.

To engage with building users, including students, University staff, contractors, members of the public, event organisers and event attendees, to ensure the highest possible levels of customer service. The Guild runs a wide range of activities and services, used by a diverse group of members.

Acting as a lead staff member in responding to incidents and accidents within the Guild.

#### Specific Duties

- **Facilities Duty Leader**  
To act as a Duty Leader, which will involve making decisions on the safety & wellbeing of building users in a timely manner. This will include;
  - Being responsible for opening and closing the building
  - Act as a point of escalation for other teams, responding to radio calls from outlets including Union Brew, Guild shop, reception and bars, on occasions where they require assistance in responding to incidents or other matters. These may include incidents relating to poor conduct, concerns about individual's wellbeing, and
  - Using initiative to identify the most appropriate action or approach in a situation, paying regard to relevant Guild policies and procedures. This may include occasions where decisions may be required to be made quickly, including outside of usual office working hours, and where it cannot be immediately escalated.
  - Liaising with Campus Support and/ or Emergency Services to respond to incidents
  - Completion of first aid/incident reports.
  - To assist in the management of both planned and unplanned fire alarm activations, ensuring all emergency procedures are followed promptly and effectively. This will include liaising with Campus Support and Emergency Services where necessary.
  - Ensuring handover documents are completed for the next Facilities Duty Leader on shift.
  - Deputise in the Facilities Managers absence
- **Building Maintenance and Support**

- Operate in accordance with health and safety practices and regulations at all times.
- Attend training courses, meetings & conferences as required to meet the requirements of the post
- Abide by the Guild policies and procedures at all times.
- Provide cover to reception services as required by the staff which includes lunch cover as required
- Comply with and promote the environmental and sustainability procedures
- Contribute to the positive and professional image of the Guild and not act in such a manner as to bring the Guild into disrepute.
- To undertake other duties as required consistent with the grade and responsibilities
- To have a flexible approach to duties and work and, in particular, adopt a team work style with all departments and activities across the Guild. This may involve undertaking duties in support of the activities and services of other departments.

#### Notes

The minimum working week for the post is 35 Hours. This role will be subject to a shift pattern that consists of 2 in 5 weekends and 1 week in 4 on night shifts during term time, working until approximately 1am. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 35 a week.

The job description is correct at May 2025 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the Guild in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time.

Management have the right to vary the duties and responsibilities after consultation with you.

Signed: .....

Name: .....

Date: .....

# Person Specification

## Person Specification

Criteria	Essential	Desirable
<b>Experience</b>		
Experience of working in a customer service role	*	
Opening and closing buildings		*
Responding effectively to reactive work requests		*
Working in a Student led environment		*
multitasking, eg ensuring phones are answered, responding to emails & dealing with visitor/member enquiries	*	
Working in an membership-led organisation/charity		*
<b>Knowledge</b>		
Legal/Health & Safety aspects of building management		*
Excellent customer services skills	*	
Previous experience of estates/facilities work.		*
<b>Skills/Abilities</b>		
A good team member, understanding and supportive of colleagues	*	
Ability to work to tight deadlines	*	
Good organisational ability	*	
IT skills	*	
Attention to detail, highly organised and efficient approach to tasks	*	
Ability to work evenings and weekend shift patterns	*	
Ability to work independently without continuous supervision	*	
Willingness to work flexibly to meet the requirements of the role	*	
A can-do attitude to confront problems proactively and create successful solutions.	*	
Ability to work in accordance with health & safety/manual handling practices.	*	
SIA Level 2 Door Supervisor Licence		*
<b>Other</b>		
Committed to the Core values of The Guild	*	
Possess a clean driving licence and have use of a car		*
Willingness to undertake health and safety training	*	



# How to Apply

Please apply using the apply now button on Staff Savvy If you have any questions about the application process please email: [guildjobs@liverpool.ac.uk](mailto:guildjobs@liverpool.ac.uk)

For an informal conversation about this opportunity, please contact:

[Marc Eagle - Deputy Director of Facilities 0151 794 6868 or by email \[meagle@liverpool.ac.uk\]\(mailto:meagle@liverpool.ac.uk\)](#)

## Key Dates

You will need to be available for interview on the date listed below if you are shortlisted. Closing date for applications: Sunday 26th October 2025

Interviews: TBC

