



Job Description

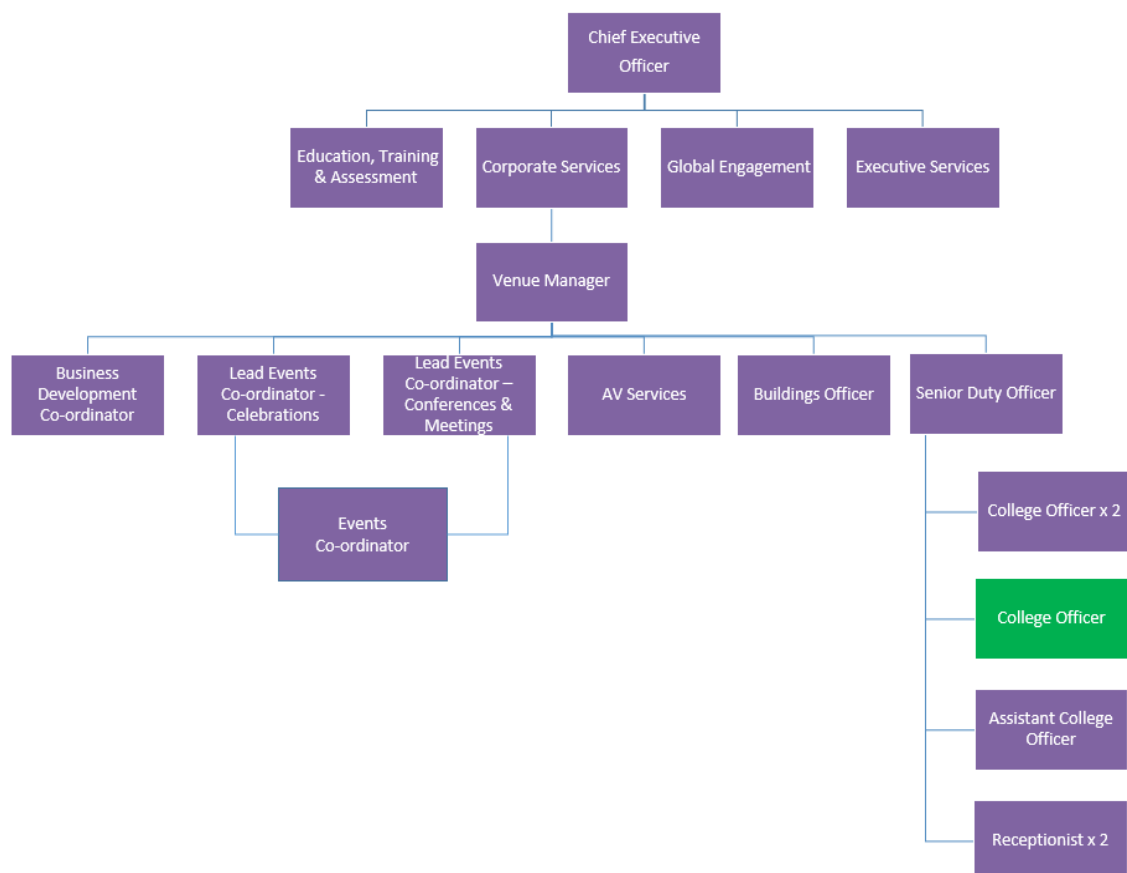
Section 1 – Description

Job Title: College Officer
Location: Royal College of Physicians of Edinburgh (RCPE), 11 Queen Street, Edinburgh
Reports to: Senior Duty Officer
Date: May 2023

Section 2 – Job Purpose

To deliver a range of common duties assigned to the role of College Officer in support of College business activities and to support the fire officer in work associated with the College fire policy.

Section 3 – Organisation Chart



Section 4 – Dimensions

Numbers are indicative only:

College Officers operate across a building of 60,000 sq ft

The College Officers deliver collectively*:

- Support services to approximately 600 No internal and external events per year
- Approximately 750 to 1,000 overtime hours per annum (Averaging 250 to 300 hrs each)

** Three employees currently act as College Officers (the Senior Duty Officer and two College Officers).*

Section 5 - Main Responsibilities

College Officer

- Responsible for opening and closing the building (including completing the appropriate security checks) as rostered and responding to security alarm calls to support the Senior Duty Officer in ensuring that security of the building and staff/public is maintained.
- Required to respond to fire alarms as directed by the Fire Officer and act as fire marshal in the event of an evacuation (and deputise for the Fire Officer as required) ensuring the safety of staff and visitors in the event of a fire.
- Undertake emergency key holder duties as rostered and respond as required to ensure building security and safety issues are addressed out of hours.
- Participate as a trained first aider in the emergency response team in the event of an incident ensuring high quality first aid services are available to members of the public using the building.
- Participate in the setting up of all rooms and equipment for College and external client use as directed by the Events team and Senior Duty Officer to ensure facilities are presented in accordance with client requirements.
- In the absence of the Events team or Senior Duty Officer assist and direct the client with any last minute changes to their events set up.
- Provide when necessary, relief reception phone cover to maintain full switchboard and reception services in the absence of the primary employees.
- Support College ceremonial functions and in doing so demonstrate knowledge of College traditions and values and act as a master of ceremonies on occasion.
- Participation in the cleaning and maintenance of the College silverware and related artefacts as directed by the Senior Duty Officer to ensure these assets are kept in prime condition, in particular ahead of ceremonial events. This includes identifying necessary repairs and maintaining stocks of appropriate cleaning materials. If approval is given by the Senior Duty Officer or Head of Department to proceed with a repair, the post-holder will source suitable craftsmen and act as their contact throughout the repair period.
- Receive and sort incoming mail, frank outgoing mail and supervise collections as required to assist with the smooth distribution of mail.
- To deal with problems with the heating and lighting systems in absence of the Buildings Officer, particularly out of hours, to ensure that utility supplies are maintained as required at all times.
- Have responsibility for the supervision of heating and lighting and contract work which may take place out of hours and/or when the Buildings Officer and Senior Duty Officer are not present.
- Support the events business of the College during weekend shift work by showing potential event clients around College, providing outline information on the nature, configuration and availability of rooms and facilities.

Assistant Fire Officer

- Support the Fire Officer in all aspects of fire prevention, policy and training and deputise when necessary.

Other specific duties

- Operate an ordering and distribution system for College stationery and maintain an adequate central stock of certain stationery items to ensure that all departments are able to access appropriate stationery items when required.
- Acting key-holder for the silver collection of the College ensuring the collection is secure and usage is co-ordinated.

Section 6 – Planning and Organising

College Officers workload will be as directed by the Senior Duty Officer in line with the protocols and information provided by other support depts.

Section 7 – Decision Making

- The post holder will be required to take some minor and occasional operational decisions without recourse to the Senior Duty Officer.
- College Officers reinforce to clients the importance of care and attention when using the rooms that are of significant historical importance.
- When providing College Officer services 'out of hours' the postholder will be required to make ad hoc decisions without reference to the Senior Duty Officer or others with regard to the needs of clients using the premises at that time or in the event of unforeseen circumstances or emergency.

Section 8 – Internal and External Relationships

Internal

Senior Duty Officer
Head of Corporate Services
Events department
Team colleagues
Building Officer and Fire Officer
All College staff

External

Liaising with members of the public, clients and contractors using the College on a daily basis

Section 9 – Person Specification: Knowledge, Experience and Skills Required

Essential

- Educated to a Higher level or equivalent.
- A professional and courteous manner with a dedication to ensure a high level of customer service.
- Well developed communication skills, particularly verbal.
- The ability to establish and maintain effective working relationships with a wide range of stakeholders – both internal and external.
- Good organisational skills and be self-motivated.
- High standard of personal presentation.
- Good standard of physical fitness.
- Possess maintenance skills.

Desirable

- Previous experience in a customer facing role.
- Telephone switchboard experience.
- Good IT skills including knowledge of Microsoft Office software and particularly PowerPoint.

Section 10 – Job Context and Special Features

- College Officers are required to work in accordance with the rota prepared by the Senior Duty Officer which will result in shift working and work outside of normal office hours.
- Out of hours and in the absence of the senior management team the College Officers are in the unique position of taking lead and sole responsibility for the security, safety of College buildings and people within the building at that time, any maintenance issues that may arise and in meeting the needs of internal and external clients within the resources available to them.