

Job Classification System

EXAMPLE TASKS H&F SCALES 2 TO 5

Disclaimer: This job family assumes that the preceding level has been fully mastered before tasks at the next level are carried out.

Employee A, scale 2	Employee B, scale 3	Employee C, scale 4	Employee D, scale 5
Results to be achieved: Facilities support			
- Carries out simple assisting tasks in the area of accommodation and facilities: - Sets out materials and tidies things away; - Prepares (lorries and) cars, (kitchen) appliances, machines, the staff restaurant, meeting rooms, etc. for use; - Replaces lamps, toner cartridges, etc.; - Records their own tasks; - Provides assistance with the tasks of others, for example by handing items over, holding things, supporting, etc.; - Photocopies and processes documents, reports, minutes and teaching material, and reduces or enlarges documents; - Keeps stocks of paper, chemicals and ancillary materials topped up; - Opens and closes the entrances to buildings and grounds; - Checks the heating and lighting and manages the keys.	- Carries out less simple technical maintenance work; - Processes administrative data, such as recording sales and deliveries administratively.	- Carries out various facilities tasks, such as security services for the building and managing buildings and grounds; - Manages stocks and resources, such as office supplies, laptops, iPads, etc.	- Checks the security of buildings and grounds and is responsible for the operation of the alarm system and the lighting; - Where necessary, calls in internal and external technicians to remedy various faults, prepares the request for quotation and oversees the repairs and/or maintenance carried out by external technicians, assesses the repair, replacement or renewal of structures (doors, walls, etc.) and indicates the technical (im)possibilities; - Puts emergency provisions in place; - Records the maintenance work carried out or to be carried out in a logbook and in schedules.

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Employee A, scale 2	Employee B, scale 3	Employee C, scale 4	Employee D, scale 5
Results to be achieved: Building maintenance and management			
• Clears simple blockages, leaks or obstructions in pipework; • Carries out maintenance, such as painting work, simple maintenance work, etc.; • Remedies simple faults and repairs damage/vandalism.	• Carries out minor alterations to the building, such as installing/relocating partition walls, installing electrical facilities, signs, signage, etc.; • Carries out maintenance and repair work; • Periodically inspects buildings, furnishings and equipment; • Traces faults and remedies them, carries out first-line repairs; • Calls in third parties after consultation and checks the maintenance or repairs they have carried out.	• Supervises the deployment of third parties for maintenance, faults and repairs, cleaning work, etc.; • Remedies less simple faults and defects in installations and equipment, replaces parts/components or carries out less simple mechanical operations or adjustments; • Makes proposals for the replacement of equipment and installations; • Carries out carpentry and painting work at their own discretion.	• Maintains and repairs varied and complex installations, equipment and furnishings; • Periodically inspects building(s) and furnishings, traces faults in installations and equipment and remedies them; • Maintains the sanitary installations and accompanies third parties for interim inspections/tests of movable and immovable property; • Keeps records of the state of maintenance of buildings and furnishings in automated systems and makes proposals for repair, maintenance or replacement.
Results to be achieved: Other supporting tasks			
• Reception desk tasks: - Transfers incoming telephone calls, takes messages or orders and delivers them to the place of destination; - Keeps escape routes clear and monitors accessibility. • Provides help in emergencies, first aid (EHBO) and in-house emergency response (BHV); • Canteen tasks: - Prepares coffee/tea/lunch dishes, serves them and handles payment; - Refills and cleans vending machines daily, assists with laying tables and/or with dressing the staff restaurant appropriately (for example for graduation ceremonies); - Carries out washing-up and clearing tasks, including in the staff restaurant; - Replenishes stock or replaces materials and resources; - Monitors the order and tidiness of the buildings and identifies conflicting behaviour by students. - Carries out cleaning work in accordance with specifications.	• Reception desk tasks: - Receives visitors, provides information and refers people on; - Handles (inter)national calls, looks up telephone numbers and records data on telephone traffic (complaints, etc.). • Cleaning work: - Provides information to the cleaners, such as changes to cleaning tasks or working methods; - Explains the need for specialist cleaning, additional instructions, specific applicable regulations, schedules, administration, access keys, logbook, etc. • Patrols and, where necessary, addresses students about their behaviour.	• Carries out administrative tasks, such as absence records and stock administration; • Canteen tasks: - Manages the canteen and the stocks of consumables and makes purchases; - Is responsible for the layout, use and hygiene of the canteen, for compliance with health and safety regulations and for the daily variation in the range on offer. • Checks incoming daily fresh orders for quality and quantity, and consults suppliers about the range.	• Tasks in the pedagogical area: - Acts in the event of conflicting behaviour by students, intervening in conflict situations between students in accordance with arrangements made in advance, and discussing undesirable student behaviour with the line manager/teachers; - Where applicable, supervises suspended students and oversees the implementation of disciplinary measures, for which another employee is called in where necessary.

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Results to be achieved: Coordinating tasks			
			• Coordinating tasks: - Provides day-to-day direction to caretakers and other facilities staff and, where applicable, staff of third parties; - Is responsible for the deployment, planning and monitoring of the delivery, progress and quality of tasks; - Directs the support services, such as canteen staff, cleaning staff, grounds maintenance staff, caretakers and facilities assistants; - Provides information to staff members about the purpose, lead times, etc. of tasks.