

JOB DESCRIPTION

Job Title	STEP Multi-Site Manager
Responsible to	Senior Premises and Estates Manager

Job Purpose:

- Responsible for all aspects of the Quality Assurance checks across cluster within the Trust. Monitoring and following up with Helpdesk ticket.
- Responsible for the property and asset management. Liaising regularly with Business Advisor(s) & Head Teacher(s) on site management issues. Providing direction to staff involved in site management and cleaning staff. Ensure the security of the academy premises. Ensure that machinery or plant within the academies is maintained. Ensure that the internal and external fabric of all academy premises as safe working environments is maintained. Lead on recruitment of Site Managers /Assistant Site Managers / Cleaners
- Working with the Premises Development team to ensure Compliance, Health and Safety & Contract requirements across the Trust.
- Line Management responsibilities for Site Managers within your cluster within the Trust including appraisal and CPD.
- Providing support, direction and cover for the premises team across your cluster within the Trust when needed.
- Financial control and recording for your cluster stock, cleaning and remedial budgets. Advising the Senior Premises and Estates Managers on the cost of external providers and ensuring that a proper procurement process is adhered to when purchasing goods and services.
- Manage documentation of records system on OneDrive as per STEP Way

Key Accountabilities:

Management and Supervision

- Undertake regular 1:2:1 and team meetings & reviews, to check the completeness and quality of STEP Way activities.
- Planning and work allocation for site staff, in accordance with the STEP Way for Premises and Estates, ensuring that daily, weekly, monthly etc. activities are completed and to the required standard.
- Take responsibility for ensuring that Helpdesk tasks are addressed within agreed timescales.
- Attended & support Health and Safety visits and manage the team to enable audit actions to be completed or escalated.
- Attend & identify training courses where appropriate.
- Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.
- Supervision of Site Managers to maintain effective working relationships in line with STEP First, to ensure good timekeeping, dealing with minor grievances and problems and ensuring work schedules and standard are maintained.
- Recruitment of Site Managers and Cleaners.
- Certifying annual leave & overtime claims for Premises and Estates staff

Security

- Ensure effective processes are in place to manage the opening and closing of cluster academies, to include all appropriate gates, windows, doors and fire escapes for the purpose of academy use, cleaning, maintenance, key holding & emergency services.
- Work with the Premises Development team to ensure that all statutory testing is complete and communicate and escalate concerns.
- Ensure the team carry out essential STEP Way processes and checks including the weekly, monthly & quarterly checking including proper operation and function of all alarms and fire equipment.
- Liaise as necessary with emergency services including the calling of the services as appropriate.
- Ensure effective processes are in place to address general site supervision, including prevention of trespass, ensuring that unauthorised parking does not occur, in conjunction with all Head Teachers, ensuring the safe use of the academy site at all times.

Operational support

- In conjunction with the Senior Premises and Estates Manager, Business Advisor and all Head Teachers, implement all agreed policies.
- Manage the reading, recording and reporting all meter readings as required by Senior Premises and Estates Manager.
- Liaison with the Premises Development team including the Contracts Manager to ensure compliance appointments and remedial works are booked and completed
- Implement recommendations authorised by the Senior Premises and Estates Manager.
- Liaise in a timely manner with finance department to ensure invoices and queries are dealt with
- Ensure team have good understanding of heating systems including hot water.
- Ensure teams have full understanding of location of safety shut off switches, locations of utility meters and RCD boards.
- Ensure team take and record energy usage in line with STEP Way and encourage sensible use of utility services within their academies to encourage energy efficiency
- Maintain stock levels as required including ordering and receipt of supplies.
- Report all defects to the appropriate maintenance contractor.
- Implement recommendations authorised by the Head of Facilities and Senior Premises and Estates Manager.

Emergencies

- Ensuring all emergencies, leaks, flooding, fires and breakages are communicated as per escalation path and dealt with promptly and safely as appropriate.
- Ensuring access, assist and secure premises for all emergencies services as necessary.
- Arranging cover for both planned & emergency leave for premises staff in all academies within the 'cluster', providing direct support where required.

Internal Maintenance – Ensure processes are in place within the cluster for;

- Visually inspect site within 'cluster' and report defects as required.
- Regularly inspect plumbing and electrical outlets & reporting/repair defects as appropriate.
- Regular measurement of water temperature to prevent Legionella and adjustment of TMV's.
- Manage the synchronisation of all clock, time switches, etc. as required.
- With line manager help coordinate and support the planned improvement schedules including decoration.
- Subject to the requirements of Health and Safety and the use of proper equipment, arrange touch up decoration on any area agreed with the Senior Premises and Estates Manager.

External Maintenance - Ensure processes are in place within the cluster to;

- Check the cleanliness and general tidiness of all external areas, and operation of drains and gullies. Ensure the site teams are on top of requirements
- Inspect outside fabric of the academy and report and/or repair defects as appropriate.
- Inspect all fences, gates, walls, steps, lights etc., report and/or repair defects as appropriate.
- Manage the cleanliness of leaves, snow, ice, moss and detritus as appropriate including treatment of surfaces with salt, etc. Order any necessary de-icing materials.
- Inspect all outside areas for hazardous materials.

Academy Cleaning

- Ensure that the academy is cleaned to the agreed specification, supporting Site Managers to address any addressing any issues. Report any shortcomings to line manager.
- Ensure cleaning staff have undertaken mandatory training, eg COSHH, Manual Handling, Fire prevention and evacuation.

Stock Control

- Seek opportunities for contributing to sustainable development of the Trust, in accordance with the Trust's Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.
- Maintain suitable levels of stock to ensure the cluster can carry out its cleaning and maintenance obligations using storage systems in place for excess stock.

Customer Care

- Ensure that site staff act as ambassadors for Premises and Estates and are courteous, helpful, proactive and professional.

Health and Safety

- With support from their line manager, overseeing the annual health and safety audit and ensuring that actions are completed within the proscribed timescales.
- Ensuring that cluster Risk Assessments including COSHH & Data sheets are reviewed
- Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.
- Ensure all academy site management staff are undertaking their responsibilities in a manner that demonstrates an understanding of health and safety.

Contribute as an effective and collaborative member of STEP Central Team

- To participate in training to be able to demonstrate competence.
- To participate in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Championing the professional integrity of the academies across the Trust.
- Supporting Customer Focus, Best Value and electronic management of processes.
- Actively sharing feedback on academy policies and interventions.

Safeguarding commitment

STEP Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for this post.

Personal Development

Maintain a commitment to your own professional development. Be aware of changing employment legislation, new developments and innovations through the use of publications, internet and other resources. Stay informed about relevant changes and emerging themes within the sector.

Commitment to Equality and anti-racism

STEP Academy Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

Commitment to Diversity

Take individual and collective professional responsibility for championing the Trust's anti-racism agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

Green Statement

Seek opportunities for contributing to sustainable development of the Trust, in accordance with the Trust's Green Commitment. In particular, demonstrate good environmental practice such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction.

Data Protection

To be aware of the Trust's responsibilities under the Data Protection Act 2018 and GDPR and ensure compliance.

Confidentiality

You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence.

Health & Safety

Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.

The post holder may be required to perform other than these duties given in the job description. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility. The job description is not a comprehensive statement of duties but sets out the main expectations of the Trust.

PERSON SPECIFICATION

Job Title: **STEP Multi-Site Manager**

Category	Essential	Desirable	Assessed by: Application Form	Assessed by: Interview	Assessed by: Task
Qualifications & Experience					
Experience of managing staff (for example Cleaners & Site Managers)	✓		✓	✓	
Experience in a successful Associate Manager position (or similar)	✓		✓	✓	
Experience of monitoring and liaising with contractors and suppliers.	✓		✓	✓	
Experience of current cleaning materials/methods/appliances and monitoring the quality of work undertaken by the academy cleaning staff	✓		✓	✓	
Involvement in recruitment exercises	✓		✓	✓	
Knowledge & Understanding					
A working knowledge and understanding of health & safety requirements of an academy or other public institution	✓		✓	✓	
Demonstrate knowledge of security methodology for both building and grounds without risking the health and safety of the academy community.	✓		✓	✓	
Understanding of the principles of health & safety in an academy environment including COSHH	✓		✓	✓	
Skills & Abilities					
Communicate clearly to all sections of the academy community both verbally and in writing.	✓		✓	✓	
D.I.Y. skills to undertake day to day repairs and maintenance of building, including a working knowledge and operation of the academy heating systems.		✓	✓	✓	
Ability to lead in the training and induction of new cleaning and site staff.	✓		✓	✓	
Ability to manage own time effectively and demonstrate initiative including establishing procedures and prioritising own workload	✓		✓	✓	✓
Ability to adhere to working procedures and policies within the academy environment.	✓		✓	✓	
Ability to operate as part of a team or individually as required	✓		✓	✓	
Ability to perform the physical tasks required by the post, including lifting, carrying and pushing various equipment to undertake the duties of the post.	✓		✓	✓	

Ability to carry out a range of administrative tasks, including stock taking and ordering.	✓		✓	✓	
Display a conscientious and logic approach to the variety of tasks necessary for the smooth running of the academies.	✓		✓	✓	
Ability to develop a program of improvement works across an academy region	✓		✓	✓	✓
Ability to undertake an analysis of work undertaken within a region to ensure changes in working practice deliver efficiencies		✓	✓	✓	
Personal Skills and Attributes					
Take part in the Trust's performance management system.	✓		✓	✓	
Enhanced DBS Check	✓				
Use of own vehicle for duties	✓		✓	✓	