

JOB DESCRIPTION: Premises, Facilities & Technical Support Manager

This job description covering the Premises, Facilities & Technical Support Manager role has been produced in conjunction with the National Occupational Standards for Facilities Management Level 4*. It reflects the current requirements for this position and will be reviewed annually as part of the Performance Management process.

Date: July 2022

Responsible to: Business Manager

Responsible for: Premises, Facilities and Technical Support Team

Salary: NJC Scale POa – POB (Point 29 – 34)

Working Conditions: Full Time, 37 hours/week; 52 weeks per year

Working hours 8.30am to 4.30pm Mon – Thur
8.30am to 4.00pm Fri
(this includes 30 minutes unpaid break)

The postholder will be required to occasionally work shifts/times outside of the normal working hours to assist with lettings and other College events. The postholder may be required to be available on an emergency call basis and/or to respond to security alarm activations.

The postholder will be required to take part in break supervision of students and will oversee the lunchtime duty team as part of his/her role.

Main Purpose of the Job

To be responsible for the efficient and effective management of the site and related functions. This will involve:

- Contributing to the overall/ethos/work/aims of the College
- Leading and managing the premises and technical support staff and site contractors
- Being accountable for the general maintenance and upkeep of the site and buildings, managing reactive building repair works and planned maintenance and building developments in liaison with the Business Manager, keeping appropriate logs, records and reports
- Ensuring that the College sites, premises and contents are properly managed, maintained, cleaned, secured and fit for purpose
- Ensuring that the College environment is kept in the best possible condition
- Taking responsibility for the security of the site from the start to the end of the school day
- Taking a lead role in Health and Safety and Fire Safety Management
- Ensuring organisational procedures and legal requirements are adhered to

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Main Responsibilities

General Responsibilities/Organisational Effectiveness

- Understanding and supporting the culture, ethos, policies and aims of the College
- Understanding and adhering to safeguarding principles and practices in the College
- Conducting yourself in your work to reflect the ethos of the College and its commitment to achieving good outcomes for all of the students; be a role model to students and staff
- Complying with systems, policies, procedures and resource constraints
- Ensuring that the site is managed lawfully, ethically and morally
- Assist with the break supervision of students to ensure students are safe at all times and the College's behaviour code is followed
- Understanding, supporting and contributing to the College's Development Plan
- Attending meetings and other events, such as open evenings, as appropriate
- Working as part of the support staff team and to provide support to and back-up cover for other team members as appropriate
- Pursuing relevant professional skills and personal development
- Undertaking any other duties reasonably directed by the Business Manager or the Principal

Premises/Facilities Management

Manage a range of services to ensure the College is a clean, warm, safe and secure environment to learn and work in by:

- Planning and managing relevant services and contractors to ensure agreed standards are met for repairs, emergencies and general maintenance and that services are delivered on time and within budget
- Monitoring projects and contracts in a planned way
- Recommending and implementing actions for improvement that meet the College's needs
- Ensuring the College's repair and maintenance works, including contractual arrangements for statutory testing and servicing are achieved efficiently
- Undertaking routine inspections of the buildings, fixtures, fittings, furniture, premises and grounds to assess the need for minor works or repairs, maintaining records using the College's compliance system (Every) and producing reports as required
- Maintaining the College's compliance system (Every) to log and record maintenance and statutory compliance activities and arrange for external contractors to carry out necessary services and inspections as appropriate
- Developing a planned maintenance programme/rolling programme or refurbishment to ensure that the College's facilities are kept in the best possible condition
- Assisting the Business Manager in preparing documentation for tenders of specifications for small to medium building projects and/or service contracts, eg cleaning, grounds maintenance etc
- Ensuring the College is kept clean and tidy and conducive to learning by arranging regular litter picking, collection and disposal of refuse, disinfecting bins, ensuring toilets are checked daily for supply of disposables, cleanliness and necessary repairs; managing the

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- cleaning contract and liaising with the cleaning contractor as necessary and carry out regular cleaning audits
- Ensuring the College facilities are set out as required for lettings, events and meetings and returned to a clean and welcoming state ready for College use following evening events, lettings etc
- Ensuring the deliveries of goods are logged appropriately and distributed to the appropriate area/member of staff as necessary
- Ensuring that routine maintenance service checks are carried out on all serviceable equipment, e.g. boilers, air conditioning, water systems, light bulbs and light fittings etc
- Maintaining the College's asset register via the compliance system (Every) and informing the Business Manager of any necessary repairs, replacements or write offs
- Managing the Premises and Facilities budgets; placing orders for necessary goods, consumables, services etc following the College's financial procedures
- Assisting the Business Manager in planning the College's budget by estimating budgets required for day-to-day maintenance issues, building projects and H&S issues
- Monitoring the work of all contractors on site, ensuring that safe working practices and safeguarding procedures are followed, method statements are in place and risk assessments are followed as appropriate
- Undertaking minor repair jobs as necessary to assist the Caretakers in maintaining the College premises to a high standard
- Managing and maintaining the College's minibuses; ensuring that regular safety checks are carried out, service and maintenance is arranged with the employed contractor; maintaining the log or authorised minibus drivers and dealing with enquiries from hirers; liaising with the insurer following any accidents or damage occurred
- Management of the CCTV system (if applicable), ensuring the use of the system complies with College policy and that regular audits are undertaken to ensure the system is always available to users.
- Monitoring of the College's Grounds Maintenance service and liaising with the Contract Manager to address any concerns and carry out regular reviews of the provision
- Overseeing all lettings using the College's booking system (SchoolHire), dealing with all booking requests and liaising/coordinating with the Premises Team and Cleaning Contractor to ensure that appropriate arrangements are made to accommodate the letting and return the premises afterwards to full College use

Health, Safety and Security

Ensuring that the College meets the required standards for Health, Safety and Security and that robust monitoring takes place in order to secure the highest standards and seek continuous improvement by:

- Identifying your, and the College's, responsibilities and liabilities under Health and Safety Legislation, environmental and quality standards, and keeping yourself up to date with them
- Reviewing health and safety, environmental and quality responsibilities to ensure they are consistent with legal and organisational policy, requirements and expectations
- Communicate to relevant members of staff the responsibilities and liabilities for meeting legal, regulatory and internal requirements for health and safety, environmental

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- impact and quality
- Assessing the resources required to meet health, safety, fire safety, environmental and quality standards and ensuring they are in place
- Ensuring the College has a written health and safety and fire safety policy that aims to minimise risks to others and the environment
- Demonstrating that your own actions reinforce the messages in the College's health and safety policy statements
- Ensuring appropriate systems and procedures are in place to accurately record breaches in health and safety and that these are reported as appropriate
- Ensuring the all statutory and relevant risk assessments are in place and adhered to; liaise with subject areas/departments to ensure adequate RAs are in place and reviewed regularly
- Identifying where improvements can be made to health and safety and recommend actions for change
- Ensuring adequate security of the building and premises at all times
- Acting as Keyholder for the College and ensuring that an accurate log of all keyholders is kept and regularly updated
- Ensuring that all working practices for the Premises Team comply with current legislation
- Ensuring safe access to and egress from the College site in the event of inclement weather
- Ensuring that records are kept of locations of and access is available to water and gas stop valves and electricity power supply in the event of emergencies
- Carrying out regular H&S and Fire Safety inspections and Risk Assessments as required
- Attending the College's Health & Safety Committee and producing relevant reports as required
- Monitoring the College's accident records, reviewing and approving accident reports as they are logged, instigating investigations as necessary and reporting back to the Business Manager or Senior Leadership Team as appropriate
- Liaising with the College's Health & Safety Advisor, preparing for annual inspections and audits and working with the Advisor and Business Manager in addressing any issues identified
- Maintaining the College's records of necessary H&S training and ensuring that training is arranged as necessary to ensure the College meets its statutory obligations
- Assist with the delivery of relevant H&S training to staff and carry out H&S inductions to new staff as appropriate
- Reviewing the College's Fire Risk Assessment on an annual basis and make necessary amendments as changes occur; ensuring that appropriate actions are taken to ensure compliance
- Arranging necessary regular fire safety checks and engage contractors as appropriate to carry out statutory inspections

Leading and Managing people

Ensure that the Premises Team have the skills, work well in a team and perform their role to an acceptable standard by:

- Lead and manage the College's Premises, Facilities and Technical Support Team and conduct yourself in a manner that acts as a role model to your team.

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- Directly Line Manage and oversee the work of the Premises and IT staff; delegate tasks appropriately and monitor their effectiveness and completion using the College compliance system (Every); in conjunction with the relevant Subject Leaders who act as Work Directors for the Technicians, manage the technical support team to ensure effective lines of communication
- Delegating tasks and assign shift patterns appropriately to the Premises Team to ensure efficient service provision for the College and monitoring their effectiveness and completion of tasks
- Hold regular meetings with the team to ensure effective lines of communication and sharing of practice
- Maintaining the productivity and efficiency of the team through appropriate supervision and delegation
- Regularly reviewing the performance of members of your team, recognising effective practice and dealing with underperformance in line with the College's policies
- Assessing requirements for training and CPD according to staff performance and implement as appropriate
- Where relevant, dealing with conflicts and staff problems such as absence, sickness, dismissal and redundancy according to the College's relevant policies
- Following the correct procedures in recruitment and appointment

Professional Relationships

Developing productive relationships with others when managing the site by:

- Consulting and communicating professionally and effectively with all stakeholders, including students, staff, parents, governors, visitors and contractors
- Managing conflicts, misunderstandings and disagreements to ensure that the College's needs are met
- Seeking line manager support where necessary and appropriate

Manage resources efficiently

Develop effective strategies for energy and resource management that assist to reduce the College's carbon footprint and encourage the efficient use of natural resources by:

- Communicating to your line manager and other stakeholders the long-term benefits of making improvements to energy efficiency of buildings and facilities
- Contributing to the development of effective strategies for energy management, including those required to upgrade energy efficiency, that are sustainable and take account of identified best practice
- Ensuring that, where appropriate, the sources of energy used are renewable and, where possible, sustainable, taking into account cost-effectiveness, regulatory and legal requirements
- Reviewing buildings and facilities to identify where improvements can be made to energy efficiency
- Ensuring that those responsible for procurement consider energy efficiency and sustainability as a priority, regarding issues such as building fabric and insulation
- Ensuring that issues of energy efficiency and environmental impact are taken into

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- account when assessing the viability and sustainability of new and existing facilities
- Minimising demands on natural resources such as water and energy
- Understanding and regular monitoring and reporting of energy consumption of the College
- Proactive in implementing energy reduction measures including no cost measures such as behavioural change
- Keep up to date with technological advice and options on energy reduction for example using the Carbon Trust website
- Employing practices that minimise the environmental impact of site management, such as on pollution and carbon footprint
- Making the most efficient use of materials, equipment and consumables in facilities management practice
- Encouraging and managing recycling across the College
- Ensuring that suppliers and contractors adopt sustainable practices wherever possible
- Contributing to the development, implementation and revision of sustainability policies and practices
- Adopting an approach to site management that impacts positively on the local and wider community

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The postholder may also have to carry out other duties as may be necessary from time to time as directed by the Line Manager or Headteacher, within the remit and skill set required for this post.

*The Facilities Management Level 4 National Occupational Standards are the standards upon which National Qualifications for Facilities Management are based. They describe the relevant professional attributes, knowledge and understanding and skills.