

POST: SITE SERVICES OFFICER

RESPONSIBLE TO: SENIOR SITE SERVICES OFFICER

JOB PURPOSE: Provide a service to the school under the direction of the Senior Site Services Officer, to be responsible for all activities associated with janitorial, maintenance and monitoring duties. To ensure that the site is safe, secure, well maintained and a suitable environment for the educational activities taking place at the school.

To undertake weekly Planned Preventative Maintenance (PPM) tasks through the Trust's PPM system.

DUTIES AND RESPONSIBILITIES:

Security

- To recognise the importance of security procedures and be responsible for the security of the buildings and grounds including opening and locking of premises, "out of hours" as required and non-routine opening and closing of the premises, gates, and buildings and setting alarm systems.
- Ensure the CCTV system is fully operational, report any problems to the Senior Site Services Officer and be able to download footage as requested by Senior Site Services Officer or members of Senior Leadership.

Janitorial

- To ensure that the whole site is kept free of all litter and rubbish including fallen leaves, and to keep drains and gullies free from debris using appropriate equipment and materials.
- To ensure that the necessary steps are taken to prevent delivery and other vehicles driving over paths, grass, block-paved areas or other unauthorised areas where possible, preventing trespass and unauthorised parking.
- To be responsible for reporting and arranging repairs and maintenance needs outside of this job description, progress chasing and reporting on delays to the Senior Site Services Officer, to ensure that contractors on site comply with health and safety standards, reporting matters of concern or non-compliance of contract specification to the Senior Site Services Officer. To be responsible for signing job completion/customer satisfaction notes ensuring changes made are in accordance with agreed schedule of rates.
- To inspect all play areas and equipment and removal of any dangerous materials or objects daily and as necessary, to ensure the safety of users and to report where action is needed.
- To deal appropriately with instructions received regarding lettings and liaise with appropriate staff, preparing for these activities and cleaning up at the end of the letting/activity.
- Take delivery of materials and equipment before, during or after school depending on pattern of working. Ensure delivery notes are accurate. Accept delivery of school items during holiday periods ensuring appropriate storage. Distribute throughout school at request of appropriate members of staff.
- To be responsible for the operation of the heating plant. Maintain required temperatures and the availability of an adequate supply of hot water. Report any deficiencies to the Senior Site Services Officer.
- Carry out routine checks to identify faulty ancillary equipment including water boilers, cookers etc. Reporting to the Senior Site Services Officer where further action is required.
- Undertake routine Health and Safety checks as necessary ensuring correct procedures are followed in relation to reporting, recording and repair.
- Carry out duties in accordance with the Trust and school's H&S procedures, risk assessments and safe systems of work.

- Carry out timely preparation of rooms, halls etc for assemblies, meetings, exams, functions and ensure that rooms are returned to normal operational order thereafter. Move furniture and equipment as required with due regard to Health and Safety and lifting and handling regulations.

Maintenance Duties

- To undertake minor repair and maintenance work including:

Carpentry

- Fitting of boards, replacing door furniture and minor joinery repairs including easing of doors, refitting locks etc.

Heating & Plumbing

- Repairing leaking taps, refitting toilet seats, renewing ball valve washers and floats. Clearing blocked toilets ensuring drains, channels, traps etc are kept clear.
- Set Trend and time clocks to ensure school heating systems maintain required temperature.
- Carry out weekly water flushing of little or unused taps/showers.

Electrical

- Fitting of plug tops, fuses, light tubes, bulbs, switch covers etc.
- Carry out PAT testing of school equipment.

General

- To undertake weekly Planned Preventative Maintenance (PPM) tasks through the Trust's PPM system. To complete daily facility check sheets, daily plant room check sheets and daily proactive job sheets.
- Minor plaster repairs and painting, minor repairs to floor coverings. Removal of graffiti, replacement of fittings and fixtures (e.g. towel holders, mirrors, shelves, toilet tissue holders, etc.) Minor repairs to fencing, paths, playgrounds and minor glazing repairs.
- To undertake limited grounds maintenance duties which are not in the Grounds Maintenance contract. This is to include setting up and taking down of portable sports equipment, i.e. tennis nets, football goals/nets and returning to store securely.
- To ensure an adequate stock of essential items, e.g. nuts, bolts, washers, boarding, paint, etc. and to keep these materials in a suitably well organised state.
- Ensure SSO equipment is checked and recorded regularly maintaining an up-to-date inventory of items.
- Liaise with the Senior Sites Services Officer regarding the painting programme, undertaking decorating as required on occasion.

Cleaning

- Undertake cleaning of internal and external areas of the school as directed by the Senior Site Services Officer, including removal of debris from hard standing areas.
- To undertake cleaning of an additional nature as required, i.e. following flood, body fluids, breakages etc.

Additional Relevant Duties

- To attend promptly to emergency incidents as directed by the school, and to assist in taking necessary responsive action, including summoning further assistance from appropriate areas.
- Undertake work during school holidays as defined by Senior Site Services Officer.
- To carry out any duties that may be required by the School or Community users of the school to ensure the smooth running of the establishment.

- During periods of inclement weather keep paths, steps, walkways, car parks and plant areas clear of snow and ice, using and ordering salt and grit as necessary.
- Undertake aspects of cleaning including windows as required.
- Order, move, light, refuel and arrange return of temporary heaters as necessary.
- Immediately inform the Senior Site Services Officer / Head of Estates of major accidents/incidents that have happened on or off site
- Be available as a designated minibus driver as required.
- Be a key holder in line with school systems and procedures and attend emergency call outs as and when required.
- To become a nominated first aider and to undertake first aid duties as and when required.
- To undertake all necessary training required by the school / Trust.
- Treat with confidentiality any personal, private or sensitive information received.
- Carry out other duties as may reasonably be required from time to time to meet the evolving nature of the Trust.
- Carry out the duties of the post with due regard to the Trust's equal opportunities policy, safeguarding, prevent, data protection, finance audit, code of conduct and Health and Safety procedures and other staff policies and procedures.
- To work in any of the employer's academies for temporary periods.
- Any other duties and responsibilities within the range of the salary grade.
- To be accountable for promoting and safeguarding the welfare of students responsible for, or who in contact with.

From time to time there will be the need to support evening, weekend and school holiday lettings.

Flexibility will also be required around the out of hours needs of the school i.e. parents evening, open evenings and attending alarm activations.

Flexibility will also be required to support all schools in the Trust, from time to time, and therefore travel will be required.

Person Specification (SITE SERVICES OFFICER)

We would like to appoint a person who:	Attributes	Measurement	Essential / Desirable
Educational	<ul style="list-style-type: none"> • Good numeracy/literacy skills • NVQ or equivalent qualification desirable • Testing training eg water, PAT 	A, I	
Knowledge	<ul style="list-style-type: none"> • General knowledge of cleaning activities, janitorial and security duties and basic maintenance tasks. • Knowledge of moving and handling procedures • Knowledge of technical aspects of equipment and specifications in order to undertake repairs and maintenance 	A, I A, I A, I	
Experience	<ul style="list-style-type: none"> • Background of industrial/ school or similar environment as craftsperson, machinist, maintenance, labouring or similar trade. 	A, I	
Skills	<ul style="list-style-type: none"> • Liaise and communicate effectively by telephone, email and in person with staff, pupils, community users, parents, visitors, contractors etc and to receive and pass on information. • Administrative skills to complete forms, read instructions and write basic reports for senior management (e.g. site problem, security information). • Numeric skills to check stock level/deliveries etc. • To work in conjunction with Senior Site Services Officer • to plan workload, check progress and undertake follow-up in accordance with the planned preventative maintenance programme. 	A, I, R A, I A, I A, I	
Abilities	<ul style="list-style-type: none"> • To use IT equipment for emails, word, excel, internet and download CCTV footage. • To work as part of a team and alone using initiative to achieve objectives. • To use the telephone to process queries/complaints in an assertive but friendly manner to external suppliers and school staff. • To deal with enquiries in a cheerful, positive and sympathetic manner. • To prioritise requests and workloads, meet deadlines, cope with interruptions and maintain a flexible and calm disposition in a demanding environment. • To follow recognised/agreed procedures and regulations in respect of duties to be performed on ordering, lettings, heating, security, cleaning, janitorial 	A, I A, I A, I A, I A, I	

	<p>issues etc, in accordance with Health and Safety considerations and emergencies.</p> <ul style="list-style-type: none"> • To recognise the importance of confidentiality. • To undertake general manual lifting and carrying tasks. • To undertake general maintenance tasks in areas of plumbing, electrical (not main circuitry) carpentry, glazing and building/plastering not requiring skilled tradesmen. • Identify areas where repairs/cleaning are required and are not up the standard expected. • To undertake security of the premises and be on-call. • To assimilate information and follow through with the operation of equipment, procedures etc. • To develop good working relationships with all stakeholders and the Trust. 	<p>A, I A, I A, I, R A, I A, I A, I</p>	
Safeguarding	<p>In addition to candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including:</p> <ul style="list-style-type: none"> • Motivation to work with children and young people; • Ability to form and maintain appropriate relationships and personal boundaries with children and young people; • Emotional resilience in working with challenging behaviours; and • Attitudes to use of authority and maintaining discipline. 	I, R	<p>E E E E</p>
Special requirements	<p>Good attendance records in line with school's Promoting Health at Work Policy This post is exempt from the provisions of the Rehabilitation of Offend Act 1974. An Enhanced Disclosure and Barring Service Check will be required prior to appointment</p>	I, R	E

A = Application Form, I = Interviews, R = References

THIS POST IS EXEMPT FROM THE PROVISIONS OF THE REHABILITATION OF OFFENDERS ACT 1974. A CRIMINAL RECORD DISCLOSURE WILL BE REQUIRED PRIOR TO APPOINTMENT.

Special Requirements

Safeguarding

Staff are accountable for the way in which they exercise authority, manage risk, use resources, and protect students, who they are responsible for or in contact with, from discrimination and avoidable harm. All staff, where paid or voluntary, have a duty to keep young people safe and to protect them from harm. When an individual accepts a role that involves working with children and young people, they need to understand and acknowledge that the responsibilities and trust are inherent to that role. There will be a requirement that staff observe their obligations in accordance with the Trust's safeguarding procedure and report any concerns in accordance with the procedure to the appropriate person.

Rehabilitation of Offenders Act 1974

This job is exempt from the provisions of the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant convictions cautions, and reprimands being considered. Any convictions cautions or reprimands of relevance, obtained by the post holder after enhanced DBS clearance has been acquired, must be disclosed to the headteacher by the post holder. Failure by the post holder to do so, or the obtaining by the post holder of a relevant conviction caution or reprimand, may be managed in accordance with the Trust's disciplinary procedure.

Health and Safety

The post holder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy, and in any risk assessments relevant to the post holder's role or circumstances. Which must be observed.

Confidentiality and Data Protection

The post holder is expected to comply with the provisions of the Data Protection Act 2018. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy.

Equality and Diversity

The Trust is committed to equality and values diversity. As such the Academy is committed to fulfilling its Equality Duty obligations, and expects all staff and volunteers to share this commitment. The Duty requires the Academy to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people they meet, with dignity and respect, and are entitled to expect this in return.

Training

The Trust has a shared responsibility with the post holder for identifying and satisfying training and development needs. The post holder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations.

This job description may subject to review and/ or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing post holder and will be commensurate with the grade for the job. The post holder is expected to comply with any reasonable management requests.

Copies of all relevant policies are available through the post holder's line manager and the Trust HR team