

## Person Specification (Site Services Officer)

We would like to appoint a person who:	Attributes	Measurement	Essential / Desirable
Educational	<ul style="list-style-type: none"> <li>Good numeracy/literacy skills</li> <li>NVQ or equivalent qualification desirable</li> <li>Testing training e.g., water, PAT</li> </ul>	A, I	
Knowledge	<ul style="list-style-type: none"> <li>General knowledge of cleaning activities, janitorial and security duties and basic maintenance tasks.</li> <li>Knowledge of moving and handling procedures</li> <li>Knowledge of technical aspects of equipment and specifications in order to undertake repairs and maintenance</li> </ul>	A, I A, I A, I	
Experience	<ul style="list-style-type: none"> <li>Background of industrial/ school or similar environment as craftsperson, machinist, maintenance, labouring or similar trade.</li> </ul>	A, I	
Skills	<ul style="list-style-type: none"> <li>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.</li> <li>Administrative skills to complete forms, read instructions and write basic reports for senior management (e.g., site problem, security information).</li> <li>Numeric skills to check stock level/deliveries etc.</li> <li>To work in conjunction with Senior Site Services Officer</li> <li>to plan workload, check progress and undertake follow-up in accordance with the planned preventative maintenance programme.</li> </ul>	A, I, R A, I A, I A, I	
Abilities	<ul style="list-style-type: none"> <li>To use IT equipment for emails, word, excel, internet and download CCTV footage.</li> <li>To work as part of a team and alone using initiative to achieve objectives.</li> <li>To use the telephone to process queries/complaints in an assertive but friendly manner to external suppliers and school staff.</li> <li>To deal with enquiries in a cheerful, positive and sympathetic manner.</li> <li>To prioritise requests and workloads, meet deadlines, cope with interruptions and maintain a flexible and calm disposition in a demanding environment.</li> <li>To follow recognised/agreed procedures and regulations in respect of duties to be performed on ordering, lettings, heating, security, cleaning, janitorial</li> </ul>	A, I 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"> <li>• To recognise the importance of confidentiality.</li> <li>• To undertake general manual lifting and carrying tasks.</li> <li>• To undertake general maintenance tasks in areas of plumbing, electrical (not main circuitry) carpentry, glazing and building/plastering not requiring skilled tradesmen.</li> <li>• Identify areas where repairs/cleaning are required and are not up the standard expected.</li> <li>• To undertake security of the premises and be on-call.</li> <li>• To assimilate information and follow through with the operation of equipment, procedures etc.</li> <li>• To develop good working relationships with all stakeholders and the Trust.</li> </ul>	<p>A, I A, I A, I, R  A, I 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"> <li>• Motivation to work with children and young people;</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people;</li> <li>• Emotional resilience in working with challenging behaviours; and</li> <li>• Attitudes to use of authority and maintaining discipline.</li> </ul>	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 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