

Premises Manager (with responsibility for Facilities Leadership)

Purpose

To lead and coordinate the effective management of the school's estate and facilities, ensuring operational excellence, statutory compliance, and a safe, well-maintained environment. The role combines strategic oversight with administrative precision, fostering a collaborative and solutions-focused premises team that supports the school's leadership and educational mission. The post holder models positive behaviours, balancing leadership and administration with a practical, hands-on contribution to team delivery.

Contractual Hours

This is a full-time, year-round position: 36 hours per week, 52 weeks per year. The role requires flexibility to accommodate occasional out-of-hours work for emergencies or critical site needs. Standard working hours will normally include a shift ending at 6:00 pm, with a 30-minute break around 2:15 pm but this may vary and some flexibility is expected. Split shifts are not generally preferred, but reasonable flexibility in working patterns will be expected to meet operational requirements for the school.

Reporting Lines & Key Relationships

Reports to: Headteacher

Interfaces with: Trust Estates Team

Line Management: SLA providers, inc. daily cleaning team

Collaborates with: School Leadership Team, Office Manager, Premises Team, Finance Team,

Key Responsibilities

Leadership & Team Management

- Provide clear direction and leadership to the premises team, ensuring high standards of professionalism, teamwork, and conduct.
- Acts as a positive ambassador for the school, promoting teamwork and shared responsibility.

- Demonstrates professional communication by engaging in open, respectful dialogue with colleagues and leadership, and refrains from actions or language that could undermine team cohesion
- Hold weekly team meetings to review priorities, allocate tasks, and maintain morale.
- Coach, support, and develop team members; identify training needs and arrange appropriate training (e.g., H&S, safeguarding, compliance).
- Monitor and evaluate team performance against agreed standards, providing feedback and addressing underperformance constructively.

Practical, Hands-On Contribution

- Maintain a visible, hands-on presence (on average 5–10% of working time), undertaking practical tasks such as minor repairs, room setups, site quality checks, and assisting the team with high-priority jobs.
- Recognise that during peak administrative or compliance periods hands-on time may temporarily reduce to zero; however, a consistent commitment to practical involvement is expected to support team morale and leadership credibility.
- Uphold sensible health and safety working practices for self and the premises team during all practical work.

Facilities & Estate Management

- Oversee site maintenance, security, cleaning, and general upkeep to ensure a safe and welcoming environment.
- Plan and manage contractor schedules using an annual planner, recording visits in the school diary system, ensuring timely site access and adherence to safeguarding and health & safety protocols.
- Ensure procurement of supplies and services, leading on this as required.
- Manage contractual obligations as agreed in schemes of work and SLAs, ensuring scheduled delivery and holding contractors accountable for quality and compliance.
- Maintain electronic, clear record-keeping of works completed, certifications, receipts, and compliance documentation.
- Ensure contractor responsibilities are clearly documented in SLAs and agreements, pre-approved by the Head where appropriate.
- Manage contractor relationships with transparent communication and openness to new ways of working, protecting high-performing partnerships.
- Promote energy efficiency and environmental sustainability across the site (e.g., monitoring consumption, waste reduction, sustainable procurement).
- Contribute to long-term estate development and improvement plans in consultation with school leadership and the Trust.

Compliance, Risk & Business Continuity

- Ensure all statutory obligations are met, including risk assessments, fire safety, and site-specific health and safety requirements.
- Update and share risk assessments and compliance documentation in a timely, transparent manner.
- Develop and maintain business continuity and emergency response plans for critical site systems (e.g., utilities failures, severe weather, security incidents), and escalate issues promptly.
- Regularly review contractor performance against SLAs and compliance standards; implement corrective actions where required.

Administration, Communication & Data Protection

- Act as the first point of contact for facilities-related queries from staff, contractors, and visitors.
- Maintain oversight of the electronic job-logging system (Blue Book), ensuring tasks are triaged and actioned effectively.
- Highly proactive stance when communicating with Key School Teams including but not limited to: Admin, Catering, Senior Leaders, Teaching Staff as well as contractors via phone and email, ensuring changes are clearly and promptly conveyed.
- Maintain accurate records, logging and following up on actions from site inspections, routine servicing, and statutory compliance checks.
- Ensure all record-keeping and contractor data handling complies with data protection regulations (GDPR) and Trust policies.

Financial & Resource Management

- Obtain quotes and process purchase orders, using best practice
- Sign off invoices with the finance team.
- Ensure the premises budget spreadsheet is kept up to date with all orders and track spending against allocated budgets.
- Plan resource allocation to meet priorities; identify cost-saving opportunities without compromising safety or quality.

Planning, Scheduling & Stakeholder Engagement

- Manage the annual calendar for site works, contractor visits, and team leave, aligning with school events to minimise disruption.
- Coordinate facilities use for community and external events where applicable, ensuring compliance, safeguarding, and appropriate site access.
- Ensure contractor responsibilities are clearly documented in SLAs and agreements, pre-approved by the Head where appropriate.
- Attend regular meetings with the Headteacher and represent the school at Trust facilities meetings, providing accurate, balanced information and updates.

Additional Requirements

- Safeguarding: Ensure all contractors and team members comply with safeguarding protocols and statutory requirements in line with the Academy Policies
- Professional Conduct: Demonstrates loyalty to school leadership and Trust values through constructive engagement and solution-focused communication; acts as a positive ambassador for the school.
- Continuous Improvement: Commit to adopting new systems and processes that improve efficiency and service quality, including the use of appropriate facilities management tools.
- Data Protection: Adhere to GDPR and Trust data protection policies in all record-keeping and contractor management activities.

Person Specification

Criteria	Essential	Desirable
Leadership & People Skills	Proven ability to lead, motivate, and manage a team effectively; models positive behaviours and fosters collaboration.	Experience in managing change and leading continuous improvement.
Organisation & Administration	Exceptional organisational skills; ability to prioritise and manage workload; rigorous record-keeping.	Experience with facilities management software/CAFM and dashboard reporting.
Communication	Excellent verbal and written communication; able to brief clearly and maintain respectful, solution-focused dialogue.	Experience liaising with multi-agency stakeholders and presenting to senior leaders.
Health & Safety Knowledge	Understanding of statutory compliance, risk assessments, and safe systems of work; a desire to maintain learning on this	Formal H&S qualification (e.g., IOSH, NEBOSH).
Budget & Procurement	Ability to manage budgets, obtain quotes, and process POs; track expenditure accurately.	Experience in procurement strategy and contract negotiation.
Technical & Trades Awareness	Basic understanding of building systems and trades (electrical, plumbing, HVAC) with the ability to undertake minor practical tasks.	Recognised trade skill or certification; experience delivering small projects.

Hands-On Capability	Willingness and ability to contribute practically to support team delivery and site standards.	Experience coordinating and performing practical tasks during emergency or peak periods.
Risk & Business Continuity	Ability to develop and maintain contingency plans for critical site systems and emergencies.	Experience implementing business continuity during incidents.
Sustainability	Awareness of energy efficiency and environmental sustainability in facilities operations.	Experience leading sustainability initiatives and reporting outcomes.
IT Skills	Proficiency in MS Office and digital record-keeping; confident with job-logging systems.	Advanced use of CAFM systems and data dashboards.
Professional Conduct	Commitment to collaborative working and alignment with school values; acts as a positive ambassador.	Experience in Trust or multi-school environments.

Safeguarding & Equal Opportunities

The post holder will be expected to uphold the highest standards of safeguarding and child protection, ensuring compliance with statutory requirements and school policies. The school is committed to equal opportunities and welcomes applications from all sections of the community.