

## JOB DESCRIPTION

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| JOB TITLE                         | SITE MAINTENANCE OFFICER |
| DEPARTMENT/SECTION                | SITE TEAM                |
| RESPONSIBLE FOR WHICH OTHER POSTS | NONE                     |
| RESPONSIBLE TO                    | ESTATES MANAGER          |

**Role Overview** The Site Maintenance Officer supports the Estates Manager in the operational management of the Academy. The focus of the role is to provide a safe, clean, and professional environment for students, staff, and visitors through proactive maintenance and diligent security.

### Key Responsibilities

#### 1. Site Security & Safety

- **Keyholding:** Manage the secure opening and closing of the Academy at scheduled times.
- **Emergency Response:** Participate in the out-of-hours on-call rota to respond to alarm call-outs and site emergencies.
- **Patrols:** Conduct routine security sweeps of the site to maintain a secure perimeter.
- **Health & Safety:** Ensure all tasks are performed in compliance with COSHH and school safety regulations.

#### 2. Maintenance & Facilities

- **Repairs:** Execute routine maintenance and minor repairs to ensure the site is kept in excellent order.
- **Seasonal Care:** Manage outdoor safety during inclement weather (e.g., snow clearance/gritting) and maintain external drainage.
- **Lettings Support:** Provide a professional point of contact for external hirers and assist with Academy events.

#### 3. Hygiene & Environment

- **Internal Cleaning:** Deliver high-quality cleaning services, including floor maintenance, dusting, and waste management.
- **Sanitization:** Act as the first responder for emergency cleaning, including graffiti removal and the hygienic remediation of bodily fluids.
- **Site Presentation:** Ensure external areas are free from litter and janitorial cupboards are kept tidy and compliant.

#### 4. Logistical Support

- **Event Setup:** Efficiently arrange furniture and equipment for examinations, assemblies, and school functions.
- **Team Collaboration:** Support the Estates Manager with ad-hoc projects and site improvements.

#### PERSON SPECIFICATION

| Essential Criteria                                                                                                                                                                                                                                                                    | Desirable                                                                                                                                | Measured by |
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| <b>Experience</b> <ul style="list-style-type: none"> <li>• Previous work in a school or basic building repairs, or maintenance, grounds maintenance work or using industrial/electrical/mechanical equipment.</li> <li>• General understanding of health and safety issues</li> </ul> | <ul style="list-style-type: none"> <li>• Working within a secondary school setting</li> <li>• Wanting young people to succeed</li> </ul> | AF          |

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| <ul style="list-style-type: none"> <li>● Opening and closing large establishments within set security parameters</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                             |      |
| <p><b>Qualifications/Training</b></p> <ul style="list-style-type: none"> <li>● Training in the use of hand tools or equivalent experience.</li> <li>● Training in the use of electrical or mechanical equipment.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>● First Aid Qualification</li> </ul> | AF   |
| <p><b>Behavioural Attributes</b></p> <ul style="list-style-type: none"> <li>● Builds personal relationships with stakeholders, through regular contact and consultation</li> <li>● Proactively seek opportunities to increase job knowledge and understanding</li> <li>● Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members</li> <li>● Works with others to resolve differences of opinion and resolve conflict</li> <li>● Requires minimum supervision</li> <li>● Takes quick and effective action</li> <li>● Ability to keep calm at all times, even under pressure</li> <li>● Of smart, personable appearance</li> <li>● Demonstrates focused implementation of role and responsibilities</li> </ul> |                                                                             | AF/I |

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| <ul style="list-style-type: none"> <li>● Is accountable for own development and encourages the ownership of development needs amongst team members</li> </ul> |  |  |
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AF - Application form I – Interview

| COMPETENCIES ESSENTIAL TO BASIC PERFORMANCE OF THE ROLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                      |
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| Post Reference: S009                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Post Title: Site Maintenance Officer |
| <b>Commitment &amp; Motivation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                      |
| <ul style="list-style-type: none"> <li>● Displays energy and enthusiasm and has a positive attitude towards work, demonstrating commitment to achieving individual and Academy goals</li> <li>● Prioritises own workload</li> <li>● Takes personal responsibility whilst demonstrating willingness to complete the task to a high standard</li> <li>● Actively participates in learning opportunities and applies learning to develop own practice</li> <li>● Effectively liaises with people showing a willingness to give and receive constructive feedback</li> <li>● Responds positively to feedback and incorporates this into working practice</li> <li>● Keeps to date with relevant information and initiatives</li> </ul> |                                      |
| <b>Problem Solving &amp; Decision Making</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                      |
| <ul style="list-style-type: none"> <li>● Works to general instruction using initiative to make routine decisions within guidelines, with the ability to challenge where appropriate and relevant</li> <li>● Escalates decisions outside own area of responsibility</li> <li>● Gathers relevant information to assist good decision making</li> <li>● Offers ideas on how things could be done differently</li> </ul>                                                                                                                                                                                                                                                                                                               |                                      |
| <b>Planning &amp; Organisation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                      |
| <ul style="list-style-type: none"> <li>● Organises and manages own tasks and work time effectively</li> <li>● Implements operational plans for own areas of responsibility under guidance</li> <li>● Collect, transport, deliver people, goods/materials as instructed</li> <li>● Provides feedback to inform planning</li> <li>● Prepares resources including where appropriate relevant ICT</li> <li>● Prepares for a specific activity taking account of varying needs and abilities of stakeholders</li> </ul>                                                                                                                                                                                                                 |                                      |
| <b>Implementing Change</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                      |
| <ul style="list-style-type: none"> <li>● Contributes constructively to support change in own area of work with a view to improving performance</li> <li>● Uses initiative and knowledge to implement given tasks or plans.</li> <li>● Identifies and makes recommendations for improving performance in their own area of work</li> <li>● Approaches change in a positive, flexible and enthusiastic manner</li> </ul>                                                                                                                                                                                                                                                                                                             |                                      |
| <b>Managing Objectives</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                      |
| <ul style="list-style-type: none"> <li>● Has a good understanding of own role and carries out task effectively, within deadline, fulfilling short term goals of the team</li> <li>● Provides agreed feedback of effectiveness and progress</li> <li>● Recognises the values, learning styles, management styles and ethos of the Academy</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                |                                      |
| <b>Raising Standards</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                      |

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| <ul style="list-style-type: none"> <li>• Contributes to setting individual objectives and agreeing measurable targets</li> <li>• Maintains consistent performance</li> <li>• Remains focused on delivering results</li> <li>• Takes responsibility for the quality of own work and keeps manager informed of how the work is progressing</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Customer Focus</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>• Develops positive relationships and contributes to the prevention and management of challenging behaviour / promotes positive behaviour.</li> <li>• Effective at drawing out information and understanding varying needs</li> <li>• Takes ownership of issues, focus on providing the right solution depending on needs and abilities, keeping stakeholders up to date with progress</li> <li>• Ensure that levels of service are maintained – identifying risks or concerns in order to meet stakeholder requirements</li> <li>• Responsible for the safeguarding and welfare of pupils</li> <li>• Has a good understanding of H&amp;S legislation. Produces risk assessments, ensuring a safe working / learning environment</li> <li>• Operate and check equipment safe to use, carry out appropriate maintenance and use equipment in a safe manner.</li> </ul> |
| <b>Communication</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>• Communication of straightforward information within familiar situations, with sensitivity and confidentiality</li> <li>• Communicates effectively either verbally or in writing.</li> <li>• Shares information with relevant parties in a timely manner</li> <li>• Responds effectively to queries and provides accurate information, knowing when to refer</li> <li>• Completion of standard proformas</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Impact &amp; Influence</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Understands the impact of own behaviour on others.</li> <li>• Interacts positively within a team and will challenge inappropriate behaviour where appropriate.</li> <li>• Develops personal networks and builds positive relationships.</li> <li>• Discusses own needs and listens sensitively to the needs of others</li> <li>• Shares appropriate information and knowledge with other in an open and honest manner</li> <li>• Maintains confidentiality within appropriate boundaries.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                |
| <b>Team Working</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>• Follows agreed instructions and takes personal responsibility and ownership for own actions, performance and delivery</li> <li>• Shows willingness and ability to work cooperatively with a range of stakeholders</li> <li>• Contributes to dialogue regarding aims and objectives</li> <li>• Provides effective support to colleagues, responds well to guidance</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Qualifications &amp; Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>• Knowledge of procedures for a range of tasks</li> <li>• Operation of associated tools and equipment</li> <li>• NVQ level 1 or equivalent</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |