

JOB DESCRIPTION

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

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

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

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

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