



JOB DESCRIPTION

Job Title:	Site Services Manager	Department:	Facilities and Operations
Hours of Work:	40 hours per week, seven day shift pattern including bank holidays		
Responsible To:	Head of Facilities and Operations	Responsible For:	Senior Caretaker Caretakers

Summary of Role:

To lead the premises management function of the school, under the leadership of the Head of Facilities and Operations, to ensure the site is run in an efficient and compliant manner. With management responsibility for the Senior Caretaker and two general Caretakers, the role includes responsibility for site security, equipment and fittings, heating and fire safety, and to ensure all tasks are completed by the caretaking team. The premises team provides site services around the year on a shift basis, therefore it is a requirement to be able to work flexibly within this period to cover annual leave and sickness absence. This is a residential role. It is expected that the Site Services Manager will be on call on allocated days in case of emergency.

Specific Responsibilities:

General

- Creation, management and implementation of School site and security management plan to include but not limited to security orders and instructions, general security administration, work schedules, quality standards and training matters, security equipment holdings and maintenance, reports and returns.
- Delivery of security services which meet the prescribed standards for all school buildings as directed by the Head of Facilities and Operations and the Bursar.
- Ensure all identified H&S or maintenance defects involving furniture, furnishings, fittings and buildings fabric are reported, followed up on and are compliant, according to established procedures.
- Maintain close liaison with all stakeholders across the school to ensure a fit for service function.
- Other such general duties as may be reasonably requested from time to time by the Head of Facilities and Operations or the Bursar.

Management

- Manage, and undertake all employee relations processes in relation to line management of the premises team, including appraisal, probation and absence management.
- Lead on the allocation and upkeep of the school's two-way radios.
- Take responsibility for ensuring the fire marshalls are trained and protocols are set.
- Work with the Head of Facilities and Operations to co-ordinate contracts including:
 - Waste Removal / Compactor usage
 - Pest control
 - Card Control access
 - CCTV
- Ensure the Senior Caretaker creates suitable caretaker rotas, including the on-call rota.
- Work with the Head of Facilities and Operations to welcome new staff residents to their accommodation and assist in the move in/move out process.
- Undertake a site security induction for all new staff.
- Ensure there is a suitable and safe school key schedule in consultation with the Head of Facilities & Operations and Bursar.

- Work with the Domestic Services Manager to ensure all new furniture is built, allocated and recorded in line with the school's inventory procedure.
- Work with the Domestic Services Manager, Estate Manager and Maintenance Supervisor in relation to works involving multiple departments.
- Liaise with the Senior Caretaker and the grounds and transport departments with regards to events and ensure that there are suitable operational plans.

General caretaking

- Support the caretaking team in the schools parking control measures.
- Support the caretaking team in post distribution.
- Support the caretaking team in completing service desk tasks.

Specific caretaking duties as follows:

Operations

- Carry the duty mobile phone. When leaving site when on duty, the Caretaker responsibilities are to be handed over to an authorised relief.
- Undertake pro-active, immediate action to prevent or minimise the effect of any incident or emergency within the School that threatens the safety of the School or the wellbeing of staff, students, or visitors to the School.
- Attend in the event of any accident, incident or fire and will initiate action to deal with fire, floods, or spills. Action taken is to be reported to the duty senior member of staff as soon as possible after the event.
- Report any immediate maintenance to School fittings and fixtures to avoid breaching H&S requirements and/or prevent accidents from occurring. The School Maintenance Department should be tasked via the SD system.
- Undertake the replacement of easy access lighting electric lamps and fluorescent tubes having regard to working at H&S regulations. Appropriate stocks of required lamps/bulbs/tubes are to be maintained.
- Responsible for ensuring all School clocks are accounted for and are functioning correctly and are showing the correct time.
- Manage any requests for portable heaters and cooling fans.
- Ensure all security and site tasks continue to be effectively performed to the required standards, during weekends and out of School hours and period. In particular, tasks that may require to be undertaken at weekends include unlocking areas of the School as required by teachers and students, transport of pupils between the School and the station.
- Assist with driving duties and provide ad hoc shuttle services to the station.
- Work together with the School Maintenance and Grounds staff in the provision of manpower to help service school requirements for School or letting events.
- Take delivery of parcels and packages either in person or collect from the designated delivery point and deliver to main house.

Security

- Unlock the School and ensure principal road barrier is raised at the designated time each morning and lock again at designated time each evening.
- Follow School lock-up routine each evening ensuring all unnecessary light and heating is off as required.
- Oversee the out of hours control of all persons entering and exiting the School campus, including contractors and couriers to ensure full implementation of site security procedures.
- Conduct routine security checks and control the opening of the doors for contractors.
- Monitor and control of the CCTV system, ACT and intruder alarms.
- Provide effective operation of all School intruder alarms ensuring codes are supplied only to authorised people.
- Respond to all emergency situations when on duty.

- Provide, control and issue of all School key and door entry fobs as instructed by the Bursar. All keys and fobs issued to students and staff within the School site are to be signed for in the Key Register ensuring a full record of all key issues is maintained.
- Operation and maintenance of all School locks.
- Undertake relevant security training as required.
- Keep abreast of H&S requirements and maintain a working knowledge of laws pertaining to site security.

Car Parking

- Provide overall supervision of car parking and signage for School or external functions held across the School site, liaising as required with Head Gardener for additional manpower as required.
- Assist staff, students and visitors in complying with School car parking regulations and enforcing such.
- Maintain a list of authorised users of the School car park at Woldingham Station in liaison with the Head of Finance.

Fire safety

- Provide oversight of fire safety matters when on duty, including operation of the fire alarm system, provision and maintenance of all firefighting devices, extinguishers and fire signs.
- Maintain of a full fire alarm operation and liaison with relevant contractors.
- Ensure main thoroughfares of the School comply with fire safety requirements and remain safe at all times.
- Respond to fire alarms in accordance with written Fire Alarm Procedure.
- Assist in the maintenance of a fire door check register.
- Record of fire alarm evacuations and tests.

Sustainability

- Manage recycling in line with the agreed procedures.
- Dispose of all hazardous electrical waste in the designated waste containers in accordance with H&S legislation.

Energy

- Provide a weekly check of the level of fuel supplies required by the School.
- Ordering of all fuel supplies for the school through a range of local suppliers to sustain required levels. In this respect, a requirement to anticipate any unusual market or other circumstances do not denude the School of adequate stock.
- Ensure all energy supplies are invoiced to the School.
- During fuel deliveries, accompany the fuel delivery operator and ensure accurate records are made at delivery points in accordance with the Procedures.
- Routine checking of School boilers and heating system and advising Estate Manager of maintenance required.

PAT Testing

- Assist with the periodic PAT testing of boarding students' portable electrical appliances and respond to requests for PAT testing of individual items belonging to the girls.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
<ul style="list-style-type: none"> • Minimum of 5 years' experience working in a similar role. • Excellent leadership skills, with experience of successfully managing a team. • Project management skills and an understanding of the 'bigger picture'. • Prior knowledge or experience of working with heating and fire alarm systems in a commercial environment. • Security experience. • Knowledge of health and safety practices, legislation and their implementation. • Hold a full driving licence including Category D or equivalent. • Computer literate in all Microsoft packages including Outlook and comfortable with PC software systems for fire, ACT and CCTV. • To be pro-active; able to demonstrate self-motivation and the use of initiative in undertaking tasks • A good standard of English literacy and numeracy and basic IT skills. 	<ul style="list-style-type: none"> • Good working knowledge of H&S at Work Regulations including working at height and manual handling and COSHH regulations. • Experience working across a large site, School, or College.
Personal Behaviours	
<ul style="list-style-type: none"> • Excellent approach to customer service. • Ability to be flexible within working hours, using initiative to prioritise your workload when tasks allow. A lot of lone working is required, particularly on evening and night shift. • Good communication and interpersonal skills and the capability to mix easily and work with public, parents and staff. • Be practical, resourceful, and flexible and be able to take the initiative. • Ability to work as part of the bursarial team but also independently when on duty. • Ability to work without supervision with energy and enthusiasm. • Solution focused. • To be aware of the responsibility for personal health and safety as well as that of others in undertaking your duties as Site Officer. • Committed to the safeguarding of our students and visitors and supporting the ethos of the school. 	<ul style="list-style-type: none"> • Working knowledge of lifts or willingness to learn. • Develop more efficient and cost-effective ways of working. • Ability to use a range of work tools to undertake interim fixing on occasion.
Ethos and Whole School Values	
<ul style="list-style-type: none"> • Able to operate at the heart of the school community. • Committed to the Sacred Heart Values • Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care. 	
Safeguarding and Pastoral	
<ul style="list-style-type: none"> • Committed to safeguarding and promoting the welfare of children and young people. • A satisfactory Enhanced Disclosure from the DBS. 	

Terms and Benefits

- **Start Date:** 1st September 2023
- **Working hours.** 40 hours per week, seven day shift pattern including bank holidays.
- **Salary.** Competitive
- **Holiday.** The holiday entitlement is 5 weeks per year plus public holidays.
- **Pension.** The Site Services Manager will be auto enrolled into the School's pension scheme, which includes life assurance.
- **Lunch.** A free meal is available in the dining room each working day when the kitchens are open, when on duty.
- **Parking.** There is free parking on site.
- **Gym and Pool.** There are staff sessions for use of these facilities.
- **Fees.** School fees remission for dependants of the job holder attending the school. If not already at the school, any child would have to meet all of the normal entrance requirements.