

**Site Services Manager  
Chingford Hall Primary Academy  
4 Burnside Avenue  
Chingford  
London  
E4 8YJ**

**Job Title:** Site Services Manager  
**Scale:** Scale 6 Pt 26-28 £24,990 - £26,541 (inclusive of London Weighting)  
**Responsible to:** Executive Headteacher and School/MAT Business Manager  
**Responsible for:** Cleaners

#### JOB PURPOSE

Under the direction of the Executive Headteacher and Business Manager, the Site Manager shall provide an efficient, effective, healthy and safe range of Site Management Services. This will include responsibility for the proper cleaning, monitoring of cleaning standards, maintenance, health and safety aspects and security of School/Education premises and facilities and any other duties arising from the use of the premises.

#### MAJOR TASKS

1. To understand and comply with Waltham Forest's Equal Opportunities Policy.
  2. To uphold and comply within the statutory provisions of the Health & Safety at Work Act 1974 and any other relevant legislation or Council Policies and procedures relating to Health & Safety at work.
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1. SECURITY
    - To be responsible for the key holding, security and health and safety aspects of the premises and its contents, including the compilation of a site log book.
    - To include out-of-hours duties of an emergency nature e.g. floods, fires and tending to fire and burglary alarms/break-ins.
  2. SERVICES
    - Ensuring that services (i.e. heating, lighting and plumbing) are provided to satisfactory standards. Reporting faults and unblocking drains and gullies. Clearing entrances in use and a reasonably restricted number of pathways of snow/salting.
    - Manage activities related to lettings and all other site services in accordance with school/Silver Birch Academy Trust practices and procedures.
    - Work those hours required by the nature of the service including evenings. To be reasonable available for weekend duties and to attend emergencies during evenings and weekends.
  3. PORTERAGE
    - Porterage, minor maintenance and handy-person duties, to a point where these duties do not infringe upon existing trade work.
    - Receipt and distribution of deliveries.

#### 4. SUPERVISION AND MONITORING OF CLEANING STANDARDS

- Ensuring that all relevant plant, equipment, materials, services, premises and grounds are clean, safe, secure and properly maintained at all times.
- Supervision and/or monitoring of specified standards of cleaning, particularly where these are unsatisfactory, and taking effective remedial action.
- Recruitment of cleaners (where applicable), induction, on the job training, minor discipline, general supervision and management.

#### 5. PERSONAL CLEANING RESPONSIBILITIES

- Undertake designated personal cleaning responsibilities for specified areas, both internal and external (hard) to specified standards and by specified methods.
- To include emergency cleaning such as spillages, graffiti and litter removal.
- Generally to ensure that all areas of schools are cleaned regularly and to satisfactory standards of Health and Safety particularly in areas of higher risk such as toilets.
- General organisation of cleaning either personally or through cleaners adjusting programmes at different times of the year e.g. term-time and during closures.
- Allocating cleaning responsibilities equitably including the fair allocation of any available cleaning hours and covering for absent cleaners where necessary.

#### 6. MANAGEMENT, SUPERVISION AND ADMINISTRATION

- Effective staff and contractor management and supervision.
- Assist in the development, organisation and preparation of facilities for a varied programme of activities and events on the premises.
- Supervision of lettings, as appropriate.
- Administrative work associated with the appointment and work of cleaners; taking day to day responsibility for supporting and managing the cleaning team.
- Duties to include those of an administrative nature arising from all of the foregoing.

#### 7. HEALTH & SAFETY

- Contribute to the management of the school through the provision of a safe, healthy, high quality learning environment for the pupils, staff and visitors.

#### 8. REPAIRS AND MAINTENANCE

- Undertake appropriate repairs and redecoration as directed by the Business Manager.

#### 9. ANY OTHER DUTIES

- Occasional duties of a similar nature up to and including those in the same grade. In the event of a dispute about any such duty, the normal status quo will be to apply until the matter is resolved.

## **JOB ACTIVITIES**

### **1. Security**

- 1.1 Key holding of the premises and contents including opening and closure of all buildings on site.
- 1.2 Setting and switching off alarm systems as appropriate.
- 1.3 Testing of fire alarm systems on a weekly basis and entering in the record book.
- 1.4 Responding to alarms, including out-of-hours emergencies, floods, break-ins etc. Reporting to Police, Executive Headteacher, Education Department etc.
- 1.5 Responding to alarm faults and reporting these to the appropriate Alarm Company and ensuring that satisfactory repairs are carried out and entered into the record book.
- 1.6 Putting into a safe place and reporting the facts to the Executive Headteacher as soon as possible any school equipment not put away by school staff, e.g. televisions, video recorders, etc.
- 1.7 Ensuring that all windows and external doors (inc. strong rooms or areas of priority) are securely closed when securing the building.

### **2. Heating & Ventilation**

- 2.1 Ensuring that all heating and ventilation supplies are maintained as necessary and that the site is kept to optimum standards of warmth.
- 2.2 Reporting to the appropriate department any failure of heating.
- 2.3 Ensuring that all boiler houses and tank rooms are kept clean and tidy and not used as storerooms, in accordance with Health and Safety regulations.

### **3. Lighting**

- 3.1 Replacing fluorescent and other tubes and light bulbs as required.

*NB: This currently depends on the height of the light fittings as Site Managers do not reach to work more than 11 feet above ground level.*

### **4. Plumbing**

- 4.1 Ensuring that all surface gullies/drains are free from litter/leaves in order to ensure the free flow of surface water.
- 4.2 Cleaning entrances in use, and a reasonably restricted number of pathways free of ice and snow and keeping safe by use of salt.

### **5. Porterage**

- 5.1 Ensuring that goods are received from the point of delivery to the required area or person; contributing to reception activities
- 5.2 Movement of items of equipment, materials and furniture (desks, cupboards and chairs) e.g. for such as morning assemblies, term-time examinations and in preparation for lettings and major clean/works (subject to the agreed Code of Practice and Health and Safety Policy).
- 5.3 Ensuring that goods delivered for school meals are taken to the kitchen.
- 5.4 Delivery of school stationery, etc to school office or to storage areas.
- 5.5 Removal of school furniture within the premises wherever possible.
- 5.6 Assisting in moving school equipment and assisting in setting up of gymnasias in Primary Schools (subject to the agreed Code of Practice).
- 5.7 Carrying out minor maintenance and handy person duties that are possible to a point where these do not infringe upon existing trade work.
- 5.8 Noting in repair book all other items that need attention and reporting these to the appropriate Department. Follow up action wherever required.

*NB: The present system involves Site Managers in making situations safe, through to reporting to the Building Surveyors as necessary.*

- 5.9 Ensuring that all stairways, corridors and doorways are kept free of obstructions in accordance with Health and Safety regulations.
- 5.10 To control the selection, requisitioning, receipt, issue and use of cleaning materials and equipment.

## **6. Supervision of Monitoring of Cleaning Standards**

- 6.1 Regularly and accurately complete monitoring forms to assist in the measurement of cleaning contractor performance.
- 6.2 Where cleaning services are not provided by a contractor, to supervise and train staff in order to satisfactorily clean the premises on a daily basis.
- 6.3 To ensure that cleaners employed by the school (where applicable) are fully aware of the areas for which they are responsible for cleaning and that they are suitably trained to achieve the standards required.

## **7. Personal Cleaning Responsibilities**

- 7.1 The cleaning and servicing of toilet areas, including washbasins, the supply of toilet rolls, paper towels and liquid or toilet soap.

*NB: Sanitary towel dispensers are presently supplied and serviced by outside contractors.*

- 7.2 During the school day the Site Manager is required to clean and remove spillages that may occur i.e. sickness or any other accidents pupils/adults may have.

NB: In the event that the Site Manager is not immediately available, situations shall be rendered immediately risk free by another adult member of staff.

- 7.3 The cleaning of carpet areas by the use of special machines as and when required during school closures; or by request by the Executive Headteacher, Business Manager/Designated Officer(s), by arrangement with the Site Manager.
- 7.4 Keeping clean and tidy external hard paved areas of the school.
- 7.5 The above duties are in addition to normal halls, classrooms, corridors for which the Site Manager shall either be personally responsible or responsible for the work and deployment of cleaners.
- 7.6 To ensure that cleaners are fully aware of the areas for which they are responsible for cleaning and that they are cleaned to the standards required to ensure that the areas cleaned equate to the time allowed.
- 7.7 Graffiti removal and any other emergency cleaning as directed/specified.
- 7.8 Non routine cleaning activities as required.

## **8. Management, Supervision and Administration**

- 8.1 Supervise cleaning staff, including the servicing of toilet areas and replenish supplies of consumable and disposable products associated with cleaning and hygiene e.g. soap, toilet paper, paper towels
- 8.2 Ensuring effective staff and contractor management and supervision, supported by the Business Manager ensuring delivery of standards laid down in such contracts and satisfactory job completion. Liaison with all adults and children within the Education Service with whom the Site Manager comes into contact and projection of an image and service which are consistent with the policies and philosophies of the Silver Birch Academy Trust.

- 8.3 Supervising lettings to the required standard
- 8.4 Ordering of supplies such as cleaning materials, oil, light fittings and protective clothing for him/herself and staff for whom he/she is responsible.
- 8.5 Ensuring that all accidents are noted and reported in the prescribed manner including the absence and return to duty book being completed.
- 8.6 Ensuring the correct completion of timesheets for authorisation by the Executive Headteacher or Business Manager.
- 8.7 Keep maintenance records accordingly for all heating, ventilation, lighting and mechanical plant efficient operation. Support the Business Manager in maintaining accurate stock books and records of repairs including contractor details, recording security incidents and authorised visits.
- 8.8 Associated administrative work arising from all of the foregoing.
- 8.9 Ensure the availability of information as and when requested/audited.

## **9. Health & Safety**

- 9.1 Help under the guidance of the Business Manager ensure the day to day health and safety of the site, including carrying out risk assessments with audits relating to security, health & safety, general building and grounds conditions, fuel usage and equipment and ensuring safe visitor use of the premises.
- 9.2 Ensure that all rooms are prepared for use, at all times, including the provision, organisation and maintenance of furniture and equipment as pre-arranged and needed.
- 9.3 Contribute to health and safety management reports as required.

## **10 Repairs and Maintenance**

- 10.1 Arrange and carry out minor repairs, decoration and maintenance duties to building, fabric, furnishings and equipment as appropriate, including painting and decorating.

### **Any Other Duties**

Occasional duties of a similar nature up to and including those in the same grade. In the event of a dispute about any such duty, the normal status quo will apply until the matter is resolved.

### **Other requirements:**

- To have an up-to-date Enhanced DBS. Chingford Hall Primary Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.
- To report any difficulty on matters arising directly to the Business Manager and/or Senior Leadership Team (SLT) member.
- To ensure that all duties and responsibilities are discharged in accordance with the school's health and safety at work policy.
- To be committed to the school's values and inclusive ethos.
- To participate in the school's performance management scheme, ensuring that performance standards/targets are set and met within the agreed timescale.
- The post holder will be expected to undertake all duties in the context of and in compliance with Waltham Forest's equal opportunities policies.
- To undertake other duties commensurate with the grading of this post as directed by the Business Manager/SLT member.

## NOTES

- (i) Nothing in the job description precludes improvements being made to the service provided. These have in the past and may in future arise from time to time out of e.g. technical advances in machinery or chemicals, changes in site requirements and working methods or re-training. Where necessary such improvements have, and will continue to involve consultation, as appropriate, with the staff affected or their representatives.
- (ii) Considerable importance is attached to the public relations aspects of all work undertaken. It is expected, therefore, that the Site Services Officers will at all times project to the public the image of the school as being anxious to assist wherever possible, and positively promote various services that the Trust provides.

**PERSON SPECIFICATION  
SITE SERVICES MANAGER  
SCALE 6**

**1. EDUCATION & TRAINING**

**Desirable**

Electrical and/or plumbing and/or carpentry skills/certificates/qualifications.

Training in:

- i) cleaning procedures;
- ii) machines and/or
- iii) building maintenance.

**2. EXPERIENCE**

**Essential**

- a) Previous experience of managing site services in a school or similar establishment.
- b) Security of buildings, plant and/or sites.
- c) Experience of building and site maintenance.

**3. SKILLS & ABILITY**

**Essential**

- a) Excellent organisation skills.
- b) Ability to carry out a broad range of maintenance skills using the appropriate tools, to a reasonable standard.

**The following are of primary importance:**

- Repairs and other 'handyperson duties', including painting and decorating
  - Carpentry works e.g. fitting shelves
  - Understanding domestic supplies and services
- c) Ability to implement and maintain Health & Safety regulations
  - d) Ability to maintain to a good standard all the external ground areas attached to the premises.
  - e) Ability to carry out portage and escort duties.
  - f) Ability to establish and maintain appropriate relationships and boundaries with children, providing them with an appropriate role model.
  - g) Ability to prioritise and proactively plan and manage own workload with a flexible approach.
  - h) Be aware of the need for confidentiality.
  - i) Good communication skills both orally and in writing with staff at all levels and outside agencies.
  - j) Ability to undertake risk assessments.
  - k) Ability to draw up a schedule of tasks.
  - l) Ability to maintain confidentiality at all times.

#### **4. KNOWLEDGE**

##### **Essential**

Knowledge of:

- a) Equal Opportunities
- b) Health & Safety at Work Regulations/Legislation
- c) basic electrical maintenance
- d) basic plumbing and woodwork
- e) arranging and overseeing electrical and plumbing works but need DIY experience for minor jobs
- f) material required to complete jobs
- g) decoration
- h) COSHH
- i) manual handling

##### **Desirable**

- j) Knowledge of cleaning machines & materials.

#### **5. SPECIAL ABILITIES**

##### **Essential**

- a) A desire to be involved with the school and its ethos.
- b) Ability to interpret and work within agreed tasks and duties, and monitor expenditure.
- c) Ability to deal effectively with a wide range of people and to deal tactfully with users and constructively resolve any difficulties.
- d) Numerate and literate with an aptitude for attention to detail in all aspects of performance, ensuring that high standards are constantly maintained.
- e) Able to organise and prioritise own workload.
- f) Willingness to adhere to all school policies.

#### **6. OTHER JOB SPECIFIC REQUIREMENTS**

##### **Essential**

- a) Commitment to the Council's Equal Opportunities Policy and the acceptance of responsibility for its practical application.
- b) Available and willing to work evenings and weekends.
- c) Able and willing to respond to call-outs out of hours within twenty minutes.
- d) Able to work on own initiative to deadlines and schedules and to solve problems without regular supervision, constant guidance or the need for work to be checked.
- e) Evidence of an understanding regarding confidentiality of information in school.
- f) Reliable, flexible and capable of carrying out more than one task at a time.
- g) First aid training
- h) Any other jobs that may be required commensurate with the post

## **7. DISQUALIFYING FACTORS**

### **Essential**

- a) Indication of sexist, racist or anti-disability attitudes or any other attitudes inconsistent with the Council's Equal Opportunities Policy.