

# **Bridgend County Borough Council**

## **Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr**

[www.bridgend.gov.uk](http://www.bridgend.gov.uk)



# **Schools Job Family Profiles: Premises Support**

Sept 2010

## Appendix A

	<b>Level 1 Premises Officer</b>	<b>Level 2 Senior Premises Officer</b>	<b>Level 3 Premises Manager</b>	<b>Level 4 Operations Manager</b>
<b>Role Purpose</b>	Under the direction of the Site Manager or Line Manager be responsible for the security of the premises and to assist with the maintenance of the premises, machinery, plant and equipment to ensure a safe working environment.	Under the guidance/instruction of the Site Manager or Line Manager provide maintenance and security services on school sites and premises.	Under the guidance of Line Manager or senior staff be responsible for the maintenance, security and facilities management services on school sites and premises.	Support the Headteacher or Line Manager by taking responsibility for the management of the school site and associated facilities and support the development of specialist site services within the school.
<b>Typical Responsibilities and Activities</b>				
<b>Security of Building and Site (Resources)</b>	<ul style="list-style-type: none"> <li>a) Carry out key holder duties and respond to emergency call outs</li> <li>b) Lock and unlock school buildings and other areas</li> <li>c) Carry out routine checks of site</li> <li>d) Operate alarms and assist with testing where required</li> <li>e) Report or escalate any issues to appropriate person</li> <li>f) Provide out of hours cover</li> <li>g) Provide cover for lettings and other activities.</li> </ul>	<ul style="list-style-type: none"> <li>a) Carry out key holder duties and respond to emergency call outs</li> <li>b) Lock and unlock school buildings and other areas</li> <li>c) Undertake regular site inspections</li> <li>d) Provide emergency access to school site</li> <li>e) Undertake regular security checks and identify security risks</li> <li>f) Operate and respond to alarm systems and liaise with outside agencies</li> <li>g) Monitor CCTV or surveillance equipment where appropriate</li> <li>h) Monitor fire safety equipment and assist with fire drills</li> <li>i) Undertake letting duties ensuring user requirements are complied with</li> <li>j) Coordinate deliveries to the school site</li> <li>k) Oversee and monitor electrical testing of portable appliances and maintain records.</li> </ul>	<ul style="list-style-type: none"> <li>a) Carry out key holder duties and respond to emergency call outs</li> <li>b) Lock and unlock school buildings and other areas</li> <li>c) Undertake regular security checks and identify security risks</li> <li>d) Undertake regular site inspections</li> <li>e) Operate and respond to alarm systems where appropriate</li> <li>f) Monitor CCTV or surveillance equipment where appropriate</li> <li>g) Monitor fire safety equipment and carry out fire drills</li> <li>h) Provide emergency access to the school site</li> <li>i) Oversee and monitor electrical testing of appliances and equipment and maintain appropriate records.</li> </ul>	<ul style="list-style-type: none"> <li>a) Manage and oversee school security arrangements</li> <li>b) Arrange for regular security checks to be undertaken and advise on how security risks can be minimised</li> <li>c) Manage fire safety provision and schedule fire drills</li> <li>d) Manage provision of alarm systems, CCTV or surveillance equipment</li> <li>e) Make arrangements for the effective response to emergency call outs.</li> </ul>

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<p style="text-align: center;"><b>Cleaning and Maintenance (Resources)</b></p>	<p>a)Check premises and facilities for cleanliness and undertake cleaning duties  b)Carry out emergency cleaning duties  c)Assist with minor repairs, e.g. Repairing furniture, changing light bulbs, unblocking drains etc  d)Painting of school areas as required  e)Operate plant and equipment (boilers, lighting, water)  f)Take meter readings  g)Collect and assemble waste for collection  h)Undertake basic maintenance tasks such as fitting shelves, display boards etc  i)Set up rooms when required.</p>	<p>a)Undertake regular premises/site inspections and identify and record repair and maintenance requirements  b)Identify defects and record repair and maintenance requirements  c)Carry out emergency and specialist cleaning tasks  d)Carry out minor repairs  e)Organise and carry out minor decoration programmes  f)Organise and carry out basic maintenance work such as erecting shelves, notice boards etc  g)Operate and maintain heating, plant and lighting systems  h)Ensure meter readings are taken when required  i)Be responsible for a planned programme of maintenance of premises, site, equipment, fixtures and fittings  j)Coordinate work of cleaning staff  k)Collect and assemble waste for removal.</p>	<p>a)Ensure facilities are set up in accordance within specified requirements (room layouts etc)  b)Undertake regular premises/site inspections and identify and record repair and maintenance requirements  c)Make arrangements for specialist and emergency cleaning tasks to be undertaken  d)Organise or carry out minor repairs  e)Ensure planned maintenance programmes are undertaken to specification  f)Operate and maintain heating, plant and lighting systems  h)Coordinate the work of cleaning and other staff  i)Organise and carry out minor decoration programme of premises  j)Collect and assemble waste for removal.</p>	<p>a)Manage routine maintenance, repair schedules and specialist repairs  b)Arrange service and maintenance tenders  c)Undertake regular site inspections  d)Ensure heating, plant, machinery and lighting systems are maintained and operated  e)Identify defects and record repair and maintenance requirements  f)Make arrangements for specialist and emergency cleaning tasks to be undertaken  g)Supervise maintenance contractors  h)Monitor performance of service contractors  i)Be responsible for the maintenance and safety of specialist equipment  j)Management of lettings and associated income and projects.</p>
<p style="text-align: center;"><b>Grounds Maintenance (Resources)</b></p>	<p>a)Carry out grounds maintenance tasks such as leaf clearing, litter picking and maintaining hard paved areas  c)Treat pathways and steps with salt, grit and sand when required  d)Maintain flower beds and shrubs  e)Cut grass where required  f)Assist with marking out of school pitches.</p>	<p>a)Ensure all pathways and external hard areas are kept clean, free of litter and weeds  b)Ensure pathways and steps are salted and gritted when required  c)Maintain swimming pool and other specialist sports equipment as required.</p>	<p>a)Ensure all pathways and external hard areas are kept clean, free of litter and weeds  b)Ensure pathways and steps are salted and gritted when required  c)Ensure the swimming pool and other specialist sports equipment are maintained to agreed standards.</p>	<p>a)Commission the maintenance and upkeep of swimming pool and other specialist equipment  b)Be responsible for the overall management of the site ensuring all areas are maintained, cleaned/cleared and are safe.</p>

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<p style="text-align: center;">Ordering and Record Keeping (Resources)</p>	<p>a)Check on stock levels and order as required, soap, towels, toilet rolls etc  b)Undertake basic record keeping, e.g. Recording meter readings  c)Responsible for the safekeeping of moderate/major physical resources.</p>	<p>a)Be responsible for maintaining records, information and data and reporting when required  b)Ensure stocks and materials are ordered within agreed budgets  c)Ensure stocks, materials and equipment are stored appropriately and accounted for  d)Assist in undertaking safety audits and risk assessments  e)Ensure cleaning and other site staff work to agreed specifications  f)Assist in the management and administration of the lettings system  g)Administer the use and maintenance of school vehicles where required  h)Responsible for the safekeeping of moderate/major physical resources.</p>	<p>a)Be responsible for maintaining records, information and data, producing analysis and reports when required  b)Undertake safety audits and risk assessments  c)Contribute to the development of systems and procedures  d)Plan and organise the use of school vehicles  e)Be responsible for the administration and control of specified budget area  f)Ensure stocks and materials are ordered within agreed budgets  g)Ensure cleaning and/or site staff work and contractors work to agreed specifications  h)Manage the school letting system  i)Responsible for the safekeeping of moderate/major physical resources.</p>	<p>a)Undertake budget management and prepare costed plans for repairs/maintenance and other building activities  b)Manage records, data and information, producing analysis and reports  c)Operate as part of the management team, contributing to planning and development of policies and procedures  d)Plan, organise and monitor work activities  e)Provide specialist guidance and advice to others  f)Be responsible for the selection and management of resources  g)Attend all appropriate meetings and represent managed support functions  h)Manage health and safety and risk assessments and ensure compliance with policies and procedures  i)Develop and promote the lettings of the school buildings and premises  j)Responsible for the safekeeping of major physical resources.</p>
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Role Requirements				
<b>Supervision and Management of People</b>	<p>a)Facilitates contractors working on site.</p>	<p>a)Supervises cleaning and/or other site staff b) Facilitates and/or supervises contractors and monitor delivery against contract specification c)Plan and co ordinate work of cleaning and other site staff.</p>	<p>a)Manage cleaning and other site staff b)Monitor performance and delivery of contractors c)Plan training and development of cleaning and other site staff.</p>	<p>a)Manage and direct a team of in-house support staff b)Be responsible for the recruitment and selection of support staff c)Undertake induction/appraisals and training of staff d)Hold regular meetings with managed staff e)Deal with performance issues when required f)Manage the performance and delivery of contractors on site ensuring contract specifications are met.</p>
<b>Contacts and Relationships</b>	<p>a)Liaise with Headteacher, staff and contractors b)Liaise with external agencies c&gt;Contact with pupils in the course of carrying out duties.</p>	<p>a)Liaise with Headteacher, staff and contractors b)Liaise with external agencies c&gt;Contact with pupils in the course of carrying out duties d)Liaise with police, security and other agencies e)Liaise with school meals service and other service providers regarding the use of the premises/site f)Inform the Headteacher on matters relating to the premises and site.</p>	<p>a)Liaise between Headteacher, other school staff and governors on building related matters b)Provide specialist guidance and advice to Headteacher and others c)Liaise with police, security and surveillance contractors d)Determine and agree service contracts.</p>	<p>a)Liaise between Headteacher, other school staff and governors on building related matters b)Provide specialist guidance and advice to Headteacher and others c)Liaise with police, security and surveillance contractors d)Determine and agree service contracts.</p>

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<b>Creativity</b>	Works to agreed procedures with occasional requirement to resolve routine problems.	Works to agreed procedures with occasional requirement to resolve routine problems.	Works within a general framework of procedures but required to resolve problems and use skills to provide solutions.	Works within a general framework of procedures but required to resolve problems and use skills to provide solutions.
<b>Decisions</b>	Makes routine decisions within defined rules and procedures. Problems are referred to senior managers. Little close supervision is necessary. The effect of decisions will be short term.	Makes routine decisions within defined rules and procedures. Problems are referred to senior managers. Little close supervision is necessary. Decisions will have a material effect on the service provided.	Makes decisions with scope to use own initiative to respond independently to situations. Has access to senior managers for advice on difficult problems. Decisions will have a material effect on the service provided.	Makes decisions with scope to use own initiative to respond independently to situations. Has access to senior managers for advice on difficult problems. Decisions will have a material effect on the service provided.
<b>Work Environment</b>	Substantial physical effort required to push, lift, bend and stretch and to carry equipment, furniture and supplies. The role faces some pressure from conflicting work demands, deadlines and interruptions but not involving significant change to the programme. The role is exposed to disagreeable working conditions either outdoors in all weather conditions or indoors in dirty and difficult conditions/ The role involves some risk to personal safety arising from the work environment.	Substantial physical effort required to push, lift, bend and stretch and to carry equipment, furniture and supplies. The role faces some pressure from conflicting work demands, deadlines and interruptions but not involving significant change to the programme. The role is exposed to disagreeable working conditions either outdoors in all weather conditions or indoors in dirty and difficult conditions/ The role involves some risk to personal safety arising from the work environment.	Substantial physical effort required to push, lift, bend and stretch and to carry equipment, furniture and supplies. The role faces some pressure from conflicting work demands, deadlines and interruptions but not involving significant change to the programme. The role is exposed to disagreeable working conditions either outdoors in all weather conditions or indoors in dirty and difficult conditions/ The role involves some risk to personal safety arising from the work environment.	Substantial physical effort required to push, lift, bend and stretch and to carry equipment, furniture and supplies. The role is subject to deadlines, changing demands & priorities. The role is exposed to disagreeable working conditions either outdoors in all weather conditions or indoors in dirty and difficult conditions/ The role involves some risk to personal safety arising from the work environment.

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<p style="text-align: center;"><b>Knowledge</b></p>	<p>a) Knowledge of health and safety requirements b) Knowledge of moving and handling procedures c) Understanding of basic maintenance work.</p>	<p>a) Knowledge of Health and Safety procedures b) Knowledge of COSHH regulations c) Knowledge of moving and handling procedures e) Understanding of specialist equipment, plant and machinery.</p>	<p>a) Knowledge of Health and Safety procedures b) Knowledge of COSHH regulations c) Knowledge of moving and handling procedures e) Understanding of specialist equipment, plant and machinery f) Knowledge of complex maintenance tasks and requirements.</p>	<p>a) Knowledge of Health and Safety legislation b) Knowledge of Fire and Safety regulations c) Understanding of budget management d) Knowledge of security systems and methodology f) Supervisory /management experience preferred.</p>
<p style="text-align: center;"><b>Experience</b></p>	<p>a) Previous handyman/caretaking experience.</p>	<p>a) Experience of staff supervision b) Experience of administrative processes relevant to role c) Caretaking/site keeping experience in a school or similar environment.</p>	<p>a) Experience of staff management/supervision b) Experience of administrative procedures c) Caretaking/site keeping experience in school or similar environment.</p>	<p>a) Experience of staff management b) Site management/facilities management experience c) Experience of working in a school or similar environment d) Experience of managing routine maintenance tasks.</p>
<p style="text-align: center;"><b>Skills and Abilities</b></p>	<p>a) Willingness to gain knowledge of COSHH regulations and health and safety procedures b) Literacy skills to follow written instructions c) Precision in operating tools, equipment and machinery d) Willingness to gain knowledge of cleaning requirements and working of plant and equipment e) Ability to work as part of a team f) Ability to relate well to children and adults g) Works without the need for close supervision h) Shows initiative in dealing with problems/issues</p>	<p>a) Driving skills b) Literacy and numeracy skills c) Precision in operating tools, equipment and machinery d) Ability to relate well to children and adults e) Willingness to participate in learning and development activities f) Has the ability to motivate others g) Is courteous at all times in dealing with others h) Can plan and coordinate the work of self and others i) Is flexible and can respond to changing circumstances and requirements.</p>	<p>a) Driving skills b) Literacy and numeracy skills c) Analytical skills d) Ability to relate well to children and adults e) Willingness to participate in learning and development activities f) Team leading skills g) Is courteous at all times in dealing with others h) Can plan and coordinate the work of self and others i) Is flexible and can respond to changing circumstances and requirements.</p>	<p>a) Effective ICT skills b) Proven ability to plan and implement maintenance programmes c) Sound communication skills both orally and in writing d) Proven ability to lead, motivate and develop others e) Ability to relate to children and adults f) Willingness to participate in development and training opportunities g) Good literacy and numeracy skills h) Ability to contribute to the planning, development and promotion of the school.</p>

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	<p>i)Is flexible and can respond to changing circumstances and requirements</p> <p>j)Is courteous at all times in dealing with others.</p>			
<b>Policies and Standards</b>	<p>a)Complies with policies and procedures relating to health and safety, confidentiality and child protection reporting all concerns to the appropriate person</p> <p>b)Contribute to the overall ethos/work/aims of the school</p> <p>c)Participates in meetings when required</p> <p>d)Participates in training and other learning activities</p> <p>e)Undertakes all duties with regard to equalities policies and relevant legislation.</p>	<p>a)Complies with policies and procedures relating to health and safety, confidentiality and child protection reporting all concerns to the appropriate person</p> <p>b)Contribute to the overall ethos/work/aims of the school</p> <p>c)Participates in meetings when required</p> <p>d)Participates in training and other learning activities</p> <p>e)Undertakes all duties with regard to equalities policies and relevant legislation.</p>	<p>a)Complies with policies and procedures relating to health and safety, confidentiality and child protection reporting all concerns to the appropriate person</p> <p>b)Contribute to the overall ethos/work/aims of the school</p> <p>c)Participates in meetings when required</p> <p>d)Participates in training and other learning activities</p> <p>e)Undertakes all duties with regard to equalities policies and relevant legislation.</p>	<p>a)Complies with policies and procedures relating to health and safety, confidentiality and child protection reporting all concerns to the appropriate person</p> <p>b)Contribute to the overall ethos/work/aims of the school</p> <p>c)Participates in meetings when required</p> <p>d)Participates in training and other learning activities</p> <p>e)Undertakes all duties with regard to equalities policies and relevant legislation.</p>