



Job Description

Job title	Site Service Officer
Directorate:	People Directorate
Service:	Primary School
Location:	Little Heath
Grade:	4
Hours:	37 (All year round)

Job Purpose

- To be responsible, under the day-to-day direction of the School Business Manager, for all activities associated with site security, janitorial and handyperson duties.
- To take an active role in ensuring excellent standards of Health and Safety throughout the school.
- To be responsible for ensuring a safe, clean, accessible and secure environment and for all activities associated with SSO duties.
- Undertake work, including cleaning duties.
- To ensure confidentiality is maintained at all times.

Duties and Responsibilities

Main Duties and Responsibilities:

- Responsible for the security of the building and grounds, including routine and non-routine opening of the premises, checking windows are closed, lights are switched off and setting of alarms.
- Ensure the whole site is kept free of all litter and rubbish, including fallen leaves and emptying of outside litterbins. Arrange regular visits to the tip when required.
- To ensure all drains around the school are cleaned and emptied on a termly basis to avoid any blockages.
- Ensure necessary steps and precautions are taken to prevent delivery and other vehicles being driven over paths, grass or other unauthorised areas. Where possible, preventing trespass and unauthorised parking.
- Responsible for reporting and arranging all repairs and maintenance needs outside this job description, progress chasing and reporting on delays to the School Business Manager. Ensure that contractors on site do not cause a health and safety hazard or damage school property in any way and report any matters of concern or non-compliance with contract specification to the School Business Manager. Responsible for signing job completion and customer satisfaction notes.
- Obtain a range of suitable quotes for works, ensuring best value on all quotes and materials for the school.



- Inspect all play areas and equipment and remove any dangerous materials or objects daily and, as necessary, to ensure the safety of users and report where action is needed. Check PE equipment and move it when necessary.
- Deal with instructions received regarding lettings by liaising with the appropriate section of the admin team, preparing for these activities and cleaning up at the end of the letting.
- Take delivery of materials and equipment liaising with the admin team, ensuring correct distribution and storage within the school and the movement of furniture and equipment within the school, as required.
- Ensure the playground areas are well maintained and free from any health and safety hazards. On a termly basis ensure the playgrounds areas are cleaned and maintained as necessary
- Responsible for the operation of the heating plant, maintaining required temperatures and the availability of an adequate supply of hot water. Report any deficiencies to the School Business Manager and appropriate authorities/departments.
- Responsible for keeping Health and Safety risk assessments up to date.
- Carry out periodic security checks including, fire alarms, fire doors, etc.
- Carry out routine checks to identify faulty ancillary equipment, including water boilers, cookers, etc. reporting where further action is necessary.
- Ensure availability of adequate supplies of fuel and materials to undertake the duties of the post.
- Be a member of the Health and Safety Committee and any relevant Working Parties.

Handyperson Duties:

- Undertake minor repairs and maintenance work including:
- Carpentry – refitting notice boards, replacing door and window furniture easing doors, etc.
- Plumbing – repairing leaking taps, refitting toilet seats, renewing ball valve washers and floats. Clearing blocked toilets, ensuring drain channels and grease traps are kept clear.
- Electrical – basic electrical repairs (not including mains circuitry), eg. fitting plugs to equipment, replacing fuses, fitting light bulbs, tubes and starters.
- General – minor plastering repairs, minor repairs to floor coverings, touch-up paintwork, removal of graffiti, replacing fixtures and fittings, e.g. toilet roll holders, brackets, shelves, cupboards, plus minor repairs to fencing, paths, driveways and playgrounds and minor glazing repairs.
- Undertake limited grounds maintenance duties which are not included in the school's grounds maintenance contract specification Ensure an adequate stock of essential items, eg. nuts, bolts, washers, etc. and maintain these items.
- Responsible for using tools and machines correctly; maintain in good condition, report faults and store equipment and supplies safely.



Cleaning

- Undertake internal school cleaning as required, including cleaning windows, blinds, etc within the Health and Safety Policy.
- Clean school signs, name boards and directional signs.
- Be prepared to stand in for absent cleaners on an emergency basis

Monitoring

- Supervise and direct all school cleaners and report any concerns to the School Business Manager.

General

- Undertake an annual review to discuss achievements in line with the job description and identify any training needs.
- Carry out procedures in the event of emergencies and provide assistance in dealing with general enquiries relating to the use of the site.
- Undertake work during school holidays as defined by the School Business Manager / Head Teacher.
- Keep paths, steps, walkways, etc. free of snow and ice using and ordering salt and grit as necessary.
- Monitor and manage the use of temporary heaters as necessary.
- Undertake all necessary training required by the Council.
- Participate in Health and Safety inspections of the school site, in association with the School Business Manager.
- Move furniture and PE equipment, as required.
- Undertake necessary training to ensure an up to date knowledge in required areas.
- Any other duties and responsibilities within the range of the salary grade.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply



with health and safety instructions and information and undertake appropriate health and safety training as required

- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Guidance and Supervision

- The post holder will work under the general guidance and supervision of the School Business Manager.

Notes

- The job description will be reviewed annually through the professional development review process
- The exact focus of the role will be decided at school level and will take into account the needs of the pupils and the school



Person Specification

Job title:	Site Service Officer
Directorate:	People Directorate
Service:	Primary School
Location:	Little Heath
Grade:	4
Experience	
<ul style="list-style-type: none"> • Background of industrial environment or school or similar environment. • Operation of hand held tools for which protective clothing may be required • Craftsperson or proven skills in one or more areas related to maintenance • Working in an environment of equal opportunities 	
Knowledge	
<ul style="list-style-type: none"> • Basic knowledge of Health and Safety in the workplace • General knowledge of janitorial/security duties, basic handyperson skills and cleaning activities. • Appropriate use and operation of general hand tools • Sufficient standard of literacy (English) and numeracy (Maths) to undertake the duties of the post confidently and competently 	
Skills and Abilities	
<ul style="list-style-type: none"> • Effective communication skills in order to liaise effectively with colleagues, students, parents, visitors and external agencies (in person or by telephone), maintaining confidentiality • Use of literacy skills to complete forms, read instructions, and to write basic reports and messages • Use of numeracy skills to undertake tasks such as stocktaking, checking delivery quantities, measuring areas • Cash handling skills to undertake shopping for materials if required • Ability to understand and interpret requirements accurately, by effective questioning, listening, clarification and recording of information • Follow recognised/agreed procedures and regulations in respect of all duties performed, particularly with regard to health and safety requirements • Operate tools and machinery relevant to the post, undertaking training where required • Move equipment and furniture, clear sites, and undertake general manual tasks, which may include lifting heavy or awkward items • Undertake minor handyperson tasks which do not require a skilled tradesperson, eg minor plumbing, electrical, building/plastering, carpentry and glazing works 	



- Identify areas where repairs or cleaning are required and take appropriate corrective action with due regard to hygiene procedures
- Work in a supportive team environment, being part of the life of the school, and working with staff and students in a multicultural setting
- Receive and respond positively to instructions from supervisors, or requests from school staff
- Work without constant direct supervision, prioritising own workload to meet specified deadlines and, when required, assisting team members in meeting their targets through a flexible and adaptable approach.
- Work safely and with initiative under time pressure
- Able to work on own initiative where appropriate.
- Able to assimilate information on equipment and how to operate it.
- Able to manage alarm call outs/work split shifts.
- Able to prioritise work and shift focus at short notice.
- Able to accept potential for inconvenience caused by community use/call outs.
- Able to undertake lettings, both in term time and out of term time.

Notes

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.