



Warwick
Preparatory
School



King's
High
WARWICK



United in **Excellence**
Warwick Independent Schools Foundation



Appointment of **E&O Resources Assistant**

Required as soon as possible

Information for applicants

**Warwick Independent Schools Foundation
Warwick School
Myton Road
Warwick
CV34 6PP**

www.warickschool.org/Non-Teaching-Vacancies



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Preparatory
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E&O Resources Assistant

Salary £18,063 (rising to a maximum of £19,622)

40 hours per week; full-time - 52 weeks

Monday to Friday 08:00 – 17:00 (with ability to work on occasion, 09:00-18:00 to cover for annual leave)

Following internal reorganisation, we are seeking to appoint a new E&O Resources Assistant to our large, friendly team of Estates & Operations professionals.

- You will be our first point of contact for all queries relating to Estates & Operations
- You will be working with Outlook / Microsoft Suite on a daily basis, so will need to be proficient in these software
- You will offer full support to the Resources Office (telephone enquiries / generic inbox enquiries / HR admin assistance / School Bus assistance / room booking system)
- You will assist with supporting our major / minor contracts (from fire/intruder alarm callouts to plumbing/heating engineers) including the monitoring of their SLAs

We are seeking to appoint a good team-worker with a confident, professional and approachable manner, the ability to be flexible and discreet; someone who is organised, works well under pressure, has high attention to detail and has good interpersonal skills. The ideal candidate will have proven experience.

The successful applicant will have a solid working knowledge of Microsoft Office and will enjoy being part of a busy, hard-working team which makes a significant contribution to the life of the Schools.

For further information, please see the Job Details attached. If you would like to discuss this role in more detail, please contact Annie Smith (E&O Resources Manager) on 01926 735455.

Should you wish to apply for this role please complete both parts of the application form on the website shown below and send to hr@warwickschools.co.uk or contact the HR department on 01926 735413

Closing date for applications: Monday 4th September 2017 at 12.00 noon

Warwick Independent Schools Foundation

Myton Road

Warwick

CV34 6PP

Website : <http://www.warwickschools.org/Non-Teaching-Vacancies>

The Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments are subject to a satisfactory DBS check.

The Estates & Operations Department

Estates & Operations is the largest department within the Foundation. A substantial budget is provided to cover condition, compliance, minor & major building projects, maintenance, caretaking, cleaning, grounds and transport for the three schools. The Foundation also has a small number of town centre residential properties which are looked after by the E&O team.

Our team encompasses a wide variety of specialisms, including qualified electricians, heating & plumbing engineer, carpenters, groundsmen, landscape gardeners, caretakers, general maintenance operatives and cleaners as well as management and resources. Our small but dedicated resources team administer service level agreements, external contractor arrangements, purchase ordering system, information required for HR and payroll, utilities, our fleet of 8 minibuses and the School Bus Service which now comprises of 10 routes over a 30-mile radius.



The Estates & Operations Department maintains the high standard of our sites for the benefit of pupils, staff and external hirers through a 10 year rolling condition plan. This is varied work, given the range of ages of buildings, from significant Grade II listed buildings to innovative modern structures; capital projects continue to be carried out regularly to keep our schools fit for the purpose of modern education. Our work involves procuring of service and maintenance contracts a vital part of the management process to ensure the Foundation always benefits from the highest standard of service and best value.

Resources Office Update

This position will provide a unique opportunity to support a wide range of functions / teams within the Department. Moving towards a paperless environment, you will have the opportunity to use a variety of software packages to facilitate this progression. The Resources Team has a reputation for being forward-thinking and leading with processes / procedures that are robust and can be relied upon. All



members of the team are valued and make contributions to the way we all work. The range of tasks and knowledge involved after training will offer the post holder an invaluable learning experience, including opportunities to develop communication with people in and outside the organisation at various levels. Visit our Transport website which we administer, offering pupils the option of using our School Bus Service (<https://www.warwickschoolstransport.co.uk/>)

Warwick Independent Schools Foundation – General

Warwick Independent Schools Foundation comprises Warwick School (boys aged 7 -18 years), which includes Warwick Junior School (boys aged 7 -11 years) and King's High School (girls aged 11 – 18 years), which includes Warwick Preparatory School (boys aged 3 – 7 years, girls aged 3 – 11 years). Between them, the schools look after around 2,300 pupils. WISF employs around a total of around 650 staff.

Warwick School, Warwick Junior School and Warwick Prep are based on a large campus between Myton Road and Banbury Road and King's High School in the town centre within easy walking distance of the campus. We have recently started to build a new school for King's High on the Myton Road campus in order to allow the schools to work more closely together; this major project is planned for completion by September 2021.



The Schools benefit from a number of shared services provided under the oversight of the Foundation Secretary. These services incorporate all traditional bursarial services, comprising Finance, Human Resources, Estates & Operations, Catering, Caretaking, I.T. and Health & Safety, with each team headed up by a specialist. All offices are located in the Warwick School building on Myton Road except for Health and Safety, which is based at King's High and HR, which is based at Warwick Prep.

Warwick Independent Schools Foundation is also a Company Limited by Guarantee and a Charity. It is run by a board of 19 Governors and an Executive of three: the Foundation Secretary and the two School Heads.

Warwick Independent Schools Foundation – Staff Benefits

We offer a generous 30 days annual leave (plus 8 days statutory bank holidays). On starting, staff are enrolled in the NEST staff pension scheme which the Foundation also contributes to in line with legislative requirements (staff may opt back out once they have joined).



We also provide free lunches, on-site parking and an Employee Assistance Programme in case staff (or anyone they live with) are struggling with health or significant life issues.

We have an impressive sports and leisure complex including an indoor swimming pool and gymnasium which staff may use out of school hours; this is free within a limited time range (excluding weekends) or at a modest fee for full access.

Living in Warwick

Warwick is the County Town on the banks of the beautiful River Avon. It is famous for its Castle but has much more to offer, combining medieval history and architectural wealth with a modern vibrancy rich in bars, restaurants and culture. The bustling town of Leamington Spa is close by, and both Coventry and Birmingham are a short train journey away. Road and rail links are exceptional. Warwick has two train stations, one within the town and a parkway just outside the town. London is an hour and a half away by train, and Birmingham has its own international airport.



Birmingham offers all the amenities of a major UK city, including fine museums and galleries, and excellent shopping and evening entertainment, and is a major centre for soccer, cricket, athletics and tennis. It boasts a number of major sports and cultural venues including The Symphony Hall, the National Indoor Arena, The National Exhibition Centre, and the Millennium Point Cultural Centre.

For theatre lovers, Stratford-upon-Avon is only eight miles away; a mediaeval town, it offers many attractions besides the theatre including historical buildings, a Picture House Cinema and shopping. In addition, the excellent Warwick Arts Centre on Warwick University campus is just ten miles away and has a range of facilities providing events throughout the year including concerts, comedy, dance, theatre and film. Warwick itself has an annual literary festival.

If you enjoy outdoor pursuits or a more tranquil experience, you will find many rural walks and amenities within easy reach of Warwick, including the north Cotswolds just beyond Stratford-upon-Avon.

Warwick, Leamington Spa and the surrounding areas also has an excellent choice of schools, both private and maintained.



JOB DESCRIPTION – E&O Resources Assistant

Post Title	E&O Resources Assistant
Grade/ Working Pattern	Point 12 to 15 40 hours per week; Monday to Friday 08:00 – 17:00 (with ability to work on occasion, 09:00 – 18:00 to cover for annual leave)
Location	There are 4 schools within the Warwick Independent Schools Foundation (Warwick School, King's High School, Warwick Junior School and Warwick Preparatory School). This role is part of the centralised Estates and Operations Team providing administration services at Warwick School, Myton Road, Warwick. From time to time the post-holder may also be required to work at other schools within the Foundation.
Date:	August 2017

Purpose of this Job Description:

The employer considers this document as a “snapshot” of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing to all that is involved about the requirements of the job. It will also be used to communicate expectations about performance and will be used to monitor effective performance.

Reporting Lines:	The post-holder reports directly to the E&O Resources Officer (RO) Other key relationships are: • E&O Resources Manager (RM) • Head of Estates & Operations (HEO) • Deputy Head of Department (DHEO) • Compliance & Condition Officer (CCO) • E&O Resources staff / E&O Transport staff Liaise closely with: • Operations Team • Maintenance Team • Grounds Team • Foundation Secretary's Office / Foundation Finance Office • School Bus Service coach operators / Minibus Hire companies
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Key accountabilities:

1. To support both the Head & Deputy Head of Estates & Operations to assist in maintaining a coordinated approach towards resource, procurement and contract management for the Department, seeking value for money, relationship and performance management of suppliers.
2. Provide support to the HEO, DHEO and E&O Line-Managers to ensure the smooth operation of the services.
3. To assist the Resources Manager in the provision of Transport Services and support.
4. Assist with the E&O compliance provision in all four schools
5. Assist with the Department's Resource Office provision
6. To take on minor-projects, with support from Line-Manager, as and when required.
7. Assist in ensuring safe practice and compliance with relevant H&S legislation across all schools.
8. To act as point of contact for RM / RO in their absence

Key Tasks

General Support Duties

1. Act as first port of call for visitors / telephone enquiries to the E&O Resources Office (inclusive of Transport), answering the phone within the 3-ring-scenario; filtering and offering assistance as required
2. Assist your colleagues in the E&O Resources Team with the following generic duties:

- a) Full purchase order process – with high attention to detail
- b) Generic inbox(es) clearing down
- c) Shared calendar update
- d) Absence / HR returns; recruitment assistance
- e) Estates Helpdesk manipulation
- f) School Bus Service assistance / coach park assistance
- g) School minibus / maintenance fleet assistance
- h) Issue of keys / manipulation of Net2 security software (after training)
- i) Room Booking System – support and reallocation of requests (cover for wider team during staff absence)
- j) Note-taking in meetings, including preparing documentation in advance, booking rooms and ordering refreshments
- k) Scanning / filing and other general office duties

Contracts Support

- 3. In conjunction with the RO, assist in the contact of suppliers and service providers when required
- 4. Assist in monitoring suppliers' performance, ensuring service level agreements (SLAs) and key performance indicators (KPIs) are met
- 5. Play an active role in driving customer service with an emphasis on service improvement and process
- 6. Assist in ensuring compliance with relevant legislation (taking advice from CCO / RM as necessary)
- 7. To support RM/RO as Department's key point of contact in relation to contract renewals for services, supplies and utilities
- 8. To ensure purchasing complies with WISF's finance policy, always looking for best-value
- 9. To establish and develop strong working relationships with suppliers to ensure that the quality of service provision is consistently managed and challenged to meet agreed SLAs

Transport Support

- 10. Assist in the delivery of an effective and efficient School Bus Service (SBS).
- 11. Assist in the marketing of the Service to prospective and current parents – working closely with the Foundation's marketing department and senior academics
- 12. Assist with the delivery of all customer-facing elements to the service (web-portal, text messaging service, ad-hoc updates) – always looking to ensure the Foundation is seen as an exemplary provider (within operational limits)
- 13. Assist with the monitoring of transport providers' KPIs and T&Cs via a robust Service Level Agreement.
- 14. Assist with response to parental queries / logging of such / forwarding to senior team if relevant
- 15. Assist with coordination of school bus passes / single trips & bespoke arrangements
- 16. Assist with gaining quotations for coach bookings working towards a centralisation of this area
- 17. Assist with the coordination of driving licence checks / MiDAS & DI training / database upkeep and training events
- 18. Assist with the coordination of all compliance checking for Minibuses and Fleet Vehicles. Ensuring systems are in place for prompting when servicing / MOTs etc are due

Compliance & Condition Support

- 19. Assist in ensuring the Compliance & Condition Officer (CCO) receives strong recording systems for all areas of compliance, moving towards a paperless environment

Contractor Support

- 20. Assist in ensuring that contractors provide all pre-site visit documentation in a timely manner. This is to include all RAMs, insurance cover, professional accreditations, DBS clearances

HR Administration Support

- 21. Working with RM/RO, assist in the recruitment provision for the Department. To include full recruitment support from advertisement to appointment

Software / Database Management

- 22. Assist in ensuring regular reports are printed off for Line-Managers in respect of each budget; offering Head of Grounds a weekly report also

Foundation Properties & Utilities Administration

23. Assist the E&O Resources Team in relation to all utility meter readings and associated administration / reporting to Companies. Ensure high-attention to detail is paid to all incoming/online statements, to enable effective monitoring of accounts.
24. Assist the Department in preparing reports showing the consumption of gas, water, electricity and associated costs – for budgeting meetings

Other Duties

35. The performance of other duties as may from time to time be required for the smooth, safe and effective running of the Foundation

Safeguarding and Protection of Children and Young Persons

In accordance with the Children's Act 1989, on appointment post holders will be required to commit to their responsibilities with regards to safeguarding. In addition offers of appointment will be subject to an Enhanced criminal record check from the Disclosure and Barring Service (DBS).

These checks will highlight cautions, reprimands and final warnings as well as any convictions. The post holder must not have any spent or unspent convictions that would prevent working with children.

Health and Safety:

As an employee you are expected to:

1. take reasonable care of your own health and safety
2. take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
3. co-operate with your employer, making sure you get proper training and you understand and follow the company's health and safety policies
4. not to interfere with or misuse anything that's been provided for your health, safety or welfare
5. report any injuries, strains or illnesses you suffer as a result of doing your job
6. tell your employer if something happens that might affect your ability to work (e.g. becoming pregnant or suffering an injury)
7. if you drive or operate machinery, to tell your employer if you take medication that makes you drowsy

PERSON SPECIFICATION

	Person Specification	
	Essential Criteria	Desirable Criteria
Qualification	Educated to GCSE standard (minimum Grade C English Language & Mathematics) Full clean driving licence	Additional qualifications post-GCSE Hold a recognised IT qualification such as CLAIT / ECDL
Experience/ Knowledge	Experience of working in a busy office environment, whilst still maintaining high attention to detail Be able to demonstrate experience of interacting with and providing a high level of service to customers at all levels (both internal & external) Competent computer skills across a range of packages (Outlook, Microsoft suite & databases) Be able to demonstrate experience of working effectively within a team	Previous experience of working in a school Estates & Operations Department is not essential, but the person appointed will be sympathetic to working in an educational environment Previous experience of monitoring SLA's Experience of updating / manipulating databases / spreadsheets Minuting meetings
Skills/Abilities	Enthusiastic 'can-do' approach to problem solving Excellent communication and interpersonal skills Methodical approach to work Ability to use initiative where appropriate and to recognise when issues need to be referred to a senior member of staff. Excellent customer service skills Ability to prioritise work to meet deadlines	
Aptitude	Confident to act on own initiative Customer-focused. Willing to fulfil requests made in a positive & enthusiastic manner.	Actively seeks out personal career development opportunities, and can demonstrate such.
Safeguarding Children, Young People and Vulnerable Adults	Understands their role in the context of safeguarding children, young people and vulnerable adults. Ability to form and maintain appropriate relationships and personal boundaries with children and young people. Enhanced DBS check which meets the Foundation's requirements.	
Equal Opportunities	Understanding of the requirements of Equality and Diversity.	

Please demonstrate how you meet all of the essential criteria provided on the Person Specification and, where appropriate, the desirable criteria, when completing your application form.

When short-listing applications for interview, the panel will consider the requirements on the person specification above.

You are, therefore, advised to ensure that your application form responds to these requirements. All criteria will be assessed initially through your application form, where appropriate.