



**Ambitious  
about Autism**

# Recruitment Information Pack

**Support Services Assistant**

## Job description

<b>Job Title</b>	<b>Support Services Assistant</b>	<b>Team</b>	<b>Facilities</b>
<b>Job Band</b>	<b>Band 2</b>	<b>Reporting to</b>	<b>General Services Manager, Support Services Team Leader</b>
<b>Hours</b>	<b>Full time, 40 hours per week, 9am-6pm</b>	<b>Line Managers</b>	<b>N/A</b>

**Approved By: Head of Facilities and IT Date: July 2017**

### Role purpose

To support Ambitious about Autism and its staff by providing housekeeping and facilities services during the day.

### Duties and Key responsibilities

- To provide a consistent, excellent and professional facilities service for Ambitious about Autism.
- To support the full time Support Services Assistant and Support Services Team Leader as required including the following tasks (not exhaustive).

#### **Welfare Duties:**

- Ensuring that the staff room area is kept tidy, loading and unloading dishwashers, checking fridges for out of date items and wiping surfaces and cleaning appliances as needed.
- Maintaining clean and hygienic conditions in the school medical rooms, nappy rooms and staff room.
- Laundry of tea towels and bed linen as needed.
- Assisting in routine tasks around the building as agreed, such as keeping the school areas including the front entrance and grounds tidy, litter picking, and clearing crockery from the meeting rooms.

#### **General:**

- Support the other full time Support Services Assistant and Support Services Team Leader as required
- Monitoring and maintaining the stock levels in the kitchen, store and staff room, placing timely and accurate orders for supplies.
- Support the main catering Kitchen Team as required and working in accordance with Food Safety standards


- Carry out reactive and planned maintenance tasks when requested
- Unlock, open and prepare, plus lock and secure, the Pears National Centre and other Ambitious about Autism buildings in the absence of the colleagues when required
- To provide occasional weekend cover for out of hours maintenance works acting independently
- Supervising and escorting external contractors and agency personnel in accordance with the Ambitious about Autism safeguarding policy
- Occasional late evening working
- Manage the flow of pupil transport in the car park
- Monitor evening cleaners as required
- Occasional work and travel at other AaA sites, when cover is needed.

#### **Housekeeping Duties:**

- Cleaning all toilets (Male, Female and Pupil) and all related fixtures and fittings (including washbasins, toilets and surrounds etc.) as required
- Cleaning the staff room after lunch and break times ensuring cutlery and crockery is cleaned and replenished promptly.
- Cleaning all kitchen and lunch areas after use, as required using equipment supplied
- Cleaning of the medical room and dentist room, including changing and cleaning the bed clothes, washing-up by hand where needed
- Replenishing supplies of tea towels, filling all dispensers as required in kitchens and toilets
- Spot cleaning carpets when spillages occur
- Upholstery cleaning and stain removal on soft and hard furnishings.
- Washing/removing marks off walls and doors as required
- Operating all cleaning & waste disposal equipment and machinery e.g. Suction machines, Vacuum Cleaners, hand held cleaning machines
- Attending to floods, spillage's using appropriate equipment etc.
- Occasional cleaning of fixtures, fittings, glass and finishes, cleaning VDU monitors, telephones and interactive equipment as required
- Cleaning of computers and any other AV equipment as required
- To assist with cleaning catering equipment
- Replenishing staff welfare and consumable goods
- Cleaning of the Visitor Kitchen and Staff Room each evening ensuring that all crockery and cutlery is clean and put away, consumables restocked, tea towels replenished, fridge is clean and the dishwasher maintained.

#### **Health and Safety:**

- Knowledge and adherence to the health and safety policy including reporting Hazards including lost and broken equipment
- Undertaking health, safety and fire responsibilities with respect to yourself, staff and pupils

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- Ensuring work area and equipment are always clean and hazard free
  - Fire Marshal role within Facilities Team, assisting with evacuations
  - Ensuring that work areas are secure and hazard free
  - Ensuring that fire doors/fire exits can be opened and are kept clear and escape routes are accessible at all times
  - Complete duties in accordance with COSHH (Control of Substances Hazardous to Health Regulations).
  - Knowledge and adherence to Child Protection and Safeguarding Policy and Procedure, and Equality and Diversity Policy.

#### **Miscellaneous:**

- To assist with the distribution of equipment and deliveries
- To set up rooms for meetings, re-set room to standard set up and clear up after use where necessary.
- To maintain an appropriate standard of personal appearance and conduct.
- To be flexible in approach and undertake all duties that may fall within the responsibilities of this job
- Support with the general maintenance and upkeep of the Fleet vehicles

#### **Values**

Ambitious about Autism has a set of values which are listed below. We expect all our employees to have a commitment to these values to help improve our staff and learner experience.

- We are **ambitious**
- We are **team players**
- We are **open**
- We **value difference**
- We are **experts**

## Person Specification

Role and Band Competencies	Essential	Desirable
<b>Education Levels &amp; Qualifications</b>		
1. Willingness to undertake certification courses in any Health and Safety	X	
2. Educated to GCSE-level standard or equivalent	X	
<b>Specific Knowledge, Experience &amp; Technical Skills</b>		
3. Knowledge and understanding of basic Health and Safety Requirements, including Security, Fire, COSHH, PPE etc	X	
4. Practical DIY knowledge, experience of carrying out repairs to the building, basic carpentry, painting, plumbing	X	
5. Previous experience of working as a caretaker/support services role	X	
6. Understanding of the needs of children with autism		X
7. Experience of working in a school environment	X	
8. Experience of working within a Charity Organisation		X
<b>Personal Attributes</b>		
9. Ambitious about Autism is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	X	
10. Good appreciation of health and safety in the workplace, data protection principles and equal opportunities.	X	
11. Excellent communication and interpersonal skills and able to work with a range of stakeholders including working alongside our pupils and staff. Commitment to AaA aims and objectives	X	
12. Ability to respond to high workloads and stressful situations in a calm and effective way	X	
13. Ability to work on own initiative and organise own workload	X	
14. Able to work independently and as part of a team	X	
15. Flexible approach and willingness to undertake all reasonable duties assigned	X	
16. Flexible with attendance times	X	
17. Physically fit	X	
18. Honesty and reliability	X	
19. Attention to detail	X	
20. Polite and helpful	X	
21. Resilience	X	



## Benefits Overview

### **Some of our benefits at Ambitious about Autism include:**

- Generous Annual Leave
- Annual Leave Purchase Scheme
- Study Leave
- Bike Facilities
- Life Assurance
- Health Cash Plan
- Eye Tests and Eye care
- 24 hour Employee Assistance Programme
- Pension Scheme
- Enhanced Maternity and Adoption Leave