

**Job Description and Specification**

**Operations Assistant**

**Responsible to:** Operations and Maintenance Manager

**Location:** RGS Worcester, RGS Springfield and RGS The Grange

**General Purpose**

To assist and support the estates team to ensure the effective and efficient day to day operation of all RGS schools with direct responsibilities for site security, waste management, fleet management and estates systems.

 **Key Tasks and Responsibilities**

Security of the School Buildings and grounds at RGS Worcester and RGS Springfield, ensuring that any security breaches are reported immediately to the Operations and Maintenance Manager and/or Facilities and Compliance Manger.

Manage and retain oversight of the schools suited key system, maintaining records and plans of which rooms are accessed by the keys in the suite.

Maintain an efficient system for the security, registration and control of keys, ensuring a timely process of distribution to new employees and collection from employees leaving RGS.

Manage the Door Access System and any requests for changes in line with school operations, events and external hirings, liaising with the schools Door Access contractor where required, to ensure the system is fully secure and functional at all times.

Carry out regular inspections of all doors on the Door Access system to ensure they are fully functional and secure at all times. Maintain a record of inspections and liaise with Maintenance to ensure any repair and maintenance works are completed in a timely manner.

Oversee Confidential Waste Management ensuring waste is handled and disposed of in line with the schools approved procedures.

Liaise with the schools Environment Officer to ensure recyclable waste is disposed of correctly, ensuring any procedures are effectively communicated and adheard to by those with a role to play in the procedure.

Drive the school minibuses as requested.

Co-ordinate the allocation and provision of vehicles in support of school activities and trips. To include the liaison with staff and dealing with vehicle hire companies where required. Responsible for ensuring that vehicles are checked for serviceability and cleanliness before and after use.

Administration of the whole school minibus fleet – management of the annual vehicle trailer schedule, ensuring that vehicles and trailers meet their scheduled servicing dates. To undertake daily vehicle checks, noting any faults and to be responsible for the general maintenance and cleaning of the school vehicles.

Challenge current practices and processes within the estates operations and introduce technology to aid more efficient ways of working and recording activities

Working closely with the Maintenance Supervisor and Operations and Project Manager, manage and implement processes to assign tasks to the Maintenance Team using the Zendesk Ticket System. Complete regular reports on ticket status.

Set up and take ownership of Team Drive and Estates Asset Register.

Create and maintain shared documents for the wider estates team to access and edit

Assist the Site Supervisor where necessary to set out areas as required for examinations, functions and other school events and clear away and reinstate as needed.

Carry the mobile phone provided at all times whilst on duty ensuring they can be contacted by Reception, maintenance team and school staff as required. Ensure that the handset is always charged and ready for use when on duty.

Develop and maintain an effective and professional working partnership with the other members of the Maintenance Team. Ensure that clear means of communication are always in place and attend relevant meetings as required.

Always take a pro-active and timely approach to reported problems ensuring that prompt action is taken to deal with it including any follow up required to arrive at a satisfactory conclusion.

During winter months if snow and ice are present, ensure that pathways are cleared and gritted as appropriate, working with, and directing the Grounds Team as required.

The carrying out of any other reasonable tasks or duties in support of the school as directed by line manager, Facilities and Compliance Manager, Director of Finance and Operations or relevant Headmaster / Headmistress.

**Working Conditions**

Hours of work

40hrs per week – Full Time

Monday to Friday 8am – 5pm

Flexibility will be required with evening and weekend working to support the needs of all RGS schools

Emergency Call Out Rota
The post will be required to form part of a roster (organised by the Operations and Maintenance Manager) providing emergency call-out cover for fire or security alarms or any other emergency or incident relating to RGS The Grange, RGS Worcester and RGS Springfield.

ClothingThe Operations Assistant will be required to wear work clothing provided by the school whilst at work. The Operations Assistant must be of smart appearance and clothing must always be clean and tidy. Appropriate Safety footwear must be worn at all times and will be paid for by the school.

Pension Scheme
Staff are eligible to join the school’s defined contribution pension scheme and free membership of a private medical insurance scheme with the option of paying for family members to join at the scheme rate is also available.

Free School Lunch

A free school lunch is available to all staff during term time only.

Private Medical Health Insurance

Membership of the school’s private health insurance scheme is available free for all full time staff members (or pro-rata for part time time employees). There is the option, if applicable, of paying for your partner and children to join at the scheme rate. You also have access to the benefits offered by our Health Assured Scheme.

School Fee Remission

Available at a rate of 33% at RGS The Grange and RGS Springfield (Year 1 and above) and 50% for RGS Worcester (pro-rata for part time employees). There may also be the opportunity to use the School’s salary sacrifice scheme for payment of fees.

**Job Specification**

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| **Competencies** *These are the skills and abilities required to successfully perform the key tasks.* | **Essential**  | **Desirable**  |
| Experience with IT systems | X |  |
| Strong Communication; both written and verbal |  | X |
| Strong Organisation Skills to plan and schedule workload | X |  |
| Abilty to work alone and unsupervised  | X |  |
| Ability to integrate into a team |  | X |
| Ability to provide a calm & measured response to situations | X |  |
| Enthuiastic self motivate approach to work with the ability to use initiative and solve practical problems | X |  |
| Demonstrate diplomacy, tact and loyalty at all times | X |  |
| Sense of humour |  | X |
| Physically fit with the ability to undertake manual handling tasks | X |  |
| **Knowledge and Experience** *State the necessary level of education and qualifications and training required to perform the job.* | **Essential** | **Desirable** |
| Good general maintenance skills |  | X |
| Strong general computer skills as many security systems are IT based | X |  |
| Clean driving licence | X |  |
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***The post holder should be aware that the above job description and specification is not exhaustive. The post holder should be willing to partake in all activities that positively contribute to the life of the school. Any changes to the above description will be done in a timely manner and in consultation with the post holder.***

