

Job Description

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| TITLE: | Estate Maintenance Operative |
| GRADE: | Support Scale 9 |
| REPORTS TO: | Group Estate Maintenance Manager |
| HOURS: | Hours of work: 40 hours per week - all year round. Routine fixed daily start and finish times between 06:00 and 21:00 by agreement. |

Purpose of the Role

To support the Group Estate Maintenance Manager in delivering the planned and preventative maintenance programme. To supervise the Estate Maintenance Assistants. To support the Campus Facilities Managers in delivering a reactive maintenance service, undertaking general repairs and maintenance to the fabric and items of equipment forming part of the College estate as required.

To update the Computer-Aided Facilities Management (CAFM) system with all maintenance work undertaken. To support the Facilities Managers in monitoring the condition of the College estate

Key Responsibilities:

Maintenance Services

- Support the Group Estate Maintenance Manager in delivering the preventative maintenance programme.
- Support the Facilities Managers by responding promptly to reactive maintenance needs.
- Perform minor electrical and plumbing repairs.
- Undertake redecoration tasks and minor carpentry and joinery works.
- Support the Facilities Managers in monitoring the condition of the College estate, furniture and fittings, taking proactive remedial action where appropriate.
- Maintain stock levels of basic maintenance supplies and spare parts.

- Report any premises maintenance or reactive repairs required through the service desk/CAFM system.
- Support renewables and recycling initiatives across the estate.
- Report observed incidents, near misses or accidents that may impact the safe operation of the estate.

Operational Support

- Supervise Estates Maintenance Assistants to ensure effective delivery of maintenance tasks.
- Provide support to Campus Facilities teams in setting up accommodation to meet user needs, including exam and enrolment support.
- Support Campus Facilities Teams with portering and delivery services during busy periods.
- Assist Campus Facilities Teams in responding to spillages, leaks, water ingress and in supporting emergency evacuations when required.

In common with other support:

- All term-time staff must return to work on the Monday before GCSE results are released.
- No annual leave may be taken during the enrolment period, which begins the day before GCSE Results Day. Staff should check the confirmed date each year before making personal plans.
- All staff are required to support exam invigilation and may cover up to three exams per year, including GCSE support.
- Staff must take part in two open evenings, or one Saturday open day, each year. These hours are provided in lieu of the additional Christmas holiday days.

In common with all other Staff:

- To support the College's mission, vision, values and strategic objectives.
- Ability to follow HR policies and practices within business support functions, with a strong commitment to diversity, equality and inclusion and to ensuring fair and inclusive outcomes for all staff
- Proven ability to deliver services and support to culturally and ethnically diverse communities, contributing to an inclusive college environment.
- To take responsibility for one's own professional development and participate in relevant internal and external activities.

- To implement the College's safeguarding policies and practices.
- To uphold your health and safety responsibility in line with the College's Health and Safety policy.
- To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

Additional Information:

Safeguarding Statement

The College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Criminal Convictions, DBS & Ongoing Disclosure

This role requires an Enhanced DBS check. Applicants must declare any unprotected convictions. During employment, the post holder must report any new relevant convictions, cautions, or police involvement in line with safeguarding requirements.

Equality, Diversity & Inclusion

The College is committed to equality of opportunity and inclusive practice. We welcome applications from all sections of the community and expect all staff to uphold anti-racist, inclusive and respectful behaviours.

Review of Job Description

This job description will be reviewed regularly to ensure it remains an accurate reflection of the duties and responsibilities of the post holder and continues to meet the needs of the College.

Person Specification –

Education & Qualifications

- GCSEs (or equivalent) in English and Maths.
- Basic literacy, numeracy and IT skills.
- Basic training or certification in maintenance, building services, or health & safety (e.g., manual handling)
- Relevant vocational qualification (e.g., NVQ Level 2 in Maintenance Operations, Facilities Services, or equivalent)

Experience

- Experience in a maintenance, caretaking, facilities, or building operations role within an education, residential, commercial or public-sector environment.
- Experience carrying out general repairs (e.g., plumbing basics, painting, minor carpentry, fixtures & fittings).
- Experience following health & safety practices, including safe use of tools, equipment, and chemicals.
- Experience working with external contractors or supporting planned preventative maintenance.
- Experience providing a customer-focused service to staff, students and visitors.

Knowledge, Skills & Behaviours

- Practical skills in general maintenance, including basic repairs, decorating, and routine upkeep.
- Ability to work safely and follow health & safety procedures, including risk assessments and safe use of tools.
- Good organisational skills, with the ability to prioritise tasks and respond to urgent issues.
- Clear and professional communication with staff, students and visitors.

- Awareness of safeguarding responsibilities when working around children, young people and vulnerable adults.
- Commitment to inclusive, respectful and anti-racist behaviours in line with College values.
- Reliable, proactive and professional approach, with the ability to work independently and as part of a team.
- Ability to maintain confidentiality and follow data-protection expectations.

Professional Responsibilities, Values & Commitments

- Demonstrates a commitment to safeguarding and promoting the welfare of children and vulnerable adults, in line with statutory duties and college policies.
- Upholds inclusive values by supporting learners and staff from diverse backgrounds through fair, respectful, and unbiased practice.
- Maintains a safe working environment by following health and safety legislation, risk management procedures, and College guidance.
- Understands and applies confidentiality and data protection principles when handling information.
- Shows a commitment to continuous professional development and ongoing learning relevant to the role.
- Acts as a positive role model, demonstrating professionalism, integrity, reliability, inclusive practice, and anti racist behaviours that reflect the College's values and expectations.