



OPERATIONAL STAFF

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: Site Officer Team Leader

Reporting To: Deputy Facilities Manager

A. JOB DESCRIPTION

Job Purpose:

Working as part of a wider Facilities team the Site Officer Team Leader performs a range of supervisory and hands on tasks in support of activities and events occurring at the College. They will have an awareness of current security, safeguarding and Health and Safety best practice procedures that create a compliance framework for the Facilities team to operate within. A strong focus on customer service and communication are vital and both will play an important role in setting a high standard of service for the whole team to work towards.

Core Duties:

To supervise a busy team of site officers working across 24/7/365 shift pattern. Following established methods of working as well as being able to use your own initiative, you must be a proactive, confident and flexible person who enjoys working as part of a team. With a professional and friendly manner you will enjoy the challenges of co-ordinating a variety of tasks within a fast paced campus environment. Daily duties will consist of scheduled tasks plus a range of additional duties that may be required on an ad hoc basis.

- Co-ordinate standard security patrols and set tasks
- Patrol to carry out lock-up and unlocking procedures of buildings and gates
- Operation and oversight of the CCTV, access control, intruder and fire alarm systems
- Responsible for arranging breaks whilst on shift in relation to required site coverage, depending on events
- Co-ordination of pre-scheduled fire alarm call point and magnetic door checks as well as recording and reporting of findings
- To ensure team response to fire activations or security issues is rapid, follows protocol and is safe
- Completion of a daily incident report / log to Deputy Facilities Manager or Head of Facilities
- To be responsible for thorough handovers to next shift detailing any current issues of concern
- To foster in team a pride of the campus and the buildings that we manage
- To liaise with other operational departments out of hours, often being the main point of contact in the event of an emergency

- To report all Health & Safety issues immediately via the Maintenance Department Helpdesk. In the event that a hazard is identified, to provide means of protection to users of the building until the hazard is dealt with
- To work with Deputy Facilities Manager on compliance with Health & Safety policies and to ensure that the team are fully trained, informed and briefed on any changes to procedure
- To facilitate the many events that the college runs; room set up, signage, car parking as required and act as main contact whilst on shift for the Events Team
- To work closely with the Deputy Facilities Manager on day to day running of Site Officer team, training needs of team, planning 'emergency response' training, legislative compliance issues
- To be point of contact for Sports Club cleaning team supervisor during night shift, regular check and liaison to ensure that support is offered
- To work with Management to raise and maintain standards within the scope of the delivery of Site Officer team
- To carry out any other reasonable tasks or duties requested by the Deputy Facilities Manager or Head of Facilities

Additional Duties:

- To assist with planning of one off or infrequent events that the Facilities team may have to organise; Founders Day, Careers Fair and Christmas Fair as examples, as well as frequent planned events such as Parents Evenings, Entrance Exam days, Open Days, Annual Exam Sessions
- To liaise with contractors, emergency services and other third parties as and when required
- To deal with pupils belongings left around the buildings according to established procedures
- To be responsible for a specific task/asset, such as but not limited to; Department vehicles, updating of digitised compliance records/plans such as building fire plans, carrying out audits on areas such as classrooms/keys/storage areas
- Assist with Site Officer recruitment as needed
- Any other duties that may reasonably be requested of the post holder

B. PERSON SPECIFICATION

Education/Qualifications:

- There are no qualifications specific to these roles which are essential

Essential Experience:

- It is essential that you are able to demonstrate that you have previously worked in a team oriented occupation, with a focus on achieving the desired end results
- Computer literate, experience of using MS office

Desirable Qualifications and Experience:

- Prior experience of working in a school would be helpful
- A basic knowledge of First Aid will help but training will be given for a First Aid at Work qualification
- A working knowledge of security systems; CCTV (SIA certification preferable), intruder, access control and fire systems
- Prior experience of supervising small team of colleagues
- Full UK driver
- People person skills

Essential Skills and Abilities

- Ability to work alone and unsupervised
- Ability to communicate effectively with a range of user groups, often in a difficult or challenging situation
- Initiative in dealing with any problems that may arise
- An ability to prioritise a variety of jobs. Common sense is vital
- Physical fitness is essential

Personal Qualities:

- Reliable, presentable, confident, dependable, a good listener. Willingness to get stuck in.
- Smart, self-motivated with an interest in self-development and career progression
- Good communication skills with a maturity to lead a team
- Honest and punctual
- Sense of humour

C. OUTLINE TERMS AND CONDITIONS

Salary Scale: £13.09 per hour for **all** hours worked including bank holidays, weekends etc. The rate is annualised and paid in twelve equal monthly instalments

Working Year/Hours: The work pattern is based on working with other Site Officers on a roster basis that includes weekends, afternoons and overnight work. The roster is arranged by the Facilities Manager/Deputy Facilities Manager. Flexibility both in terms of duties and working hours is essential.

No. of Days Holiday: 20 days per complete year worked increasing to 25 days after completion of 5 years' service. The person appointed will be required to take their leave during the school holidays.

Benefits: Membership of the Dulwich College Sports Club. Defined contribution pension scheme. A free meal is available, one per shift, when the cafeteria is open.

References: The appointment is subject to receipt of references satisfactory to the College.

Police Clearance: The appointment is subject to police clearance as required by law for the protection of children and to compliance with proof of identity and addresses over the last five years in accordance with the stipulations laid down by the Disclosure and Barring Service.

Probation Period: 3 months, with an interim review after 6 weeks at which times the position will be reviewed. In case of illness during the probation period, statutory sick pay only will be applicable.

Period of Employment (if applicable): Permanent

Start Date: ASAP