

JOB DESCRIPTION FOR SUPPORT STAFF

JOB TITLE: General Assistant

REPORTS TO: Site Agent / Business Manager

PURPOSE OF THE JOB

- To provide an on-site cleaning service for a specified area whilst maintaining a high standard of cleanliness within the school, as directed.
- To support the effective running of the school.

PRINCIPAL ACCOUNTABILITIES

- Perform duties in line with health and safety regulations (COSHH) and take action where hazards are identified, reporting serious hazards to line manager immediately;
- Undertake cleaning of allocated areas in line with specified standards and as directed;
- Operate/use domestic and industrial cleaning equipment and materials, following appropriate training and inform line manager when cleaning materials are getting low, so that new supplies can be ordered in adequate time;
- Undertake special cleaning programmes during school closure or other designated periods in compliance with the specification of the premises;
- Ensure protective clothing supplied (where appropriate) and cleaning equipment provided are maintained i.e. clean and presentable appearance;
- To be a keyholder for the school and to be responsible for the routine and non-routine (emergencies) opening and closing of the premises;
- To regularly open up the building and check the premises and grounds before school starts;
- Assist and participate in the organisation and movement of furniture and stock items within the school;
- To report trespass, theft or unauthorised parking of vehicles to the appropriate person;
- To monitor the heating, lighting and hot water systems of the premises including necessary frost precautions;
- To report system and equipment failures to the appropriate person;
- Health and Safety standards are met and maintained;
- Operate and regularly check systems such as heating, cooling, lighting and security (including CCTV and alarms);
- Ensure the operation and maintenance of specialised equipment following training, for example sports/theatrical equipment;
- Assist with portering duties as required and collect and assemble waste for collection;
- Refill and replace consumable e.g. soap and towels;
- Check perimeter fences, security devices, fire appliances, systems and alarms;

- Ensure the environment is kept tidy and is conducive to learning i.e. Litter picking;
- To clear away bodily fluids after accidents adhering to health and safety procedures;
- Ensure that halls and meeting rooms are set out as required for meetings, assemblies and other events i.e. examinations and cleared away afterwards;
- Maintain the security of the school premises by securing entrances/exits as appropriate and reporting potential security breaches;
- To ensure the access to the site is safe;
- Support office with deliveries, and stock allocation;
- To cover for sickness/holidays as directed by line manager;
- To undertake training on equipment and products as and when requested;

Schools benefit from a flexible approach to working arrangements – because of this, the tasks and responsibilities listed here are not definitive. Head Teachers may require particular additional duties to be undertaken to suit the specific school's requirements and these may be incorporated in the role requirements as long as they are at a similar and appropriate level to the other listed duties.

NECESSARY KNOWLEDGE, EXPERIENCE AND SKILLS

	ESSENTIAL	DESIRABLE
Qualifications	No specific qualifications	
Knowledge		
Experience	Extensive hands – on experience of a wide range of cleaning functions.	
	Experience of working to cleaning schedules.	
Skills	Scheduling cleaning tasks in accordance with agreed procedures.	
	Commitment to quality customer service.	
	Responsive and flexible	
	Working co-operatively with teaching and other support staff.	
	Basic problem solving within appropriate limits. Dealing with day to day incidents and emergencies.	
	Team orientated	
	Shared responsibility for building cleanliness.	
	Responsible for Stocks of consumables	
	Health and safety awareness in all aspects of work.	

	Awareness of opportunities for self improvement	
	Willingness to be flexible with working hours and days to respond to school's needs.	
Planning and Organising work	Scheduling own cleaning tasks as directed in accordance with agreed procedures and priorities.	
Planning capacity and resources		
Influencing and Interpersonal skills	Excellent communication and interpersonal skills. Fluency in English. Working co-operatively with teaching and other support staff.	
Using initiative	Ability to ask for advice and support where necessary	
Working independently	Shared responsibility for building cleanliness.	
Managing people	Co-operative working with colleagues	
Managing resources	Use and safekeeping of equipment Stocks of consumables	
Managing risk	Health and Safety awareness in all aspects of work.	
Managing oneself	Excellent attendance and punctuality record Awareness of opportunities for self improvement.	
Environment		
- Work demands	Ability to work to deadlines and under pressure. Self-motivating with a positive attitude.	
- Physical demands		
- Working Conditions		
- Work Context		
General requirements	All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List DBS check. Belief in the positive difference high quality educational opportunities make to people's lives.	

	<p>Commitment to uphold MKET's Equalities and Health and Safety Policies.</p> <p>All staff must follow the MKET Code of Conduct.</p> <p>All staff must have an understanding of the requirements of Data Protection and confidentiality in the workplace.</p>	
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Person Specification

Skills and Knowledge		Level	Assess by;
<u>Attainable</u>	Successful applicants will be expected to obtain the denoted qualifications or experience within an agreed period of time	<u>A</u>	A Application I Interview T Testing R Reference
<u>Desirable</u>	Applications will be preferred from candidates with the denoted qualifications or experience	<u>D</u>	
<u>Essential</u>	Applicants without the denoted qualifications or experience will not be considered for this role	<u>E</u>	
Qualifications	No specific qualifications		
Skills / Experience	Experience of a range of cleaning functions	X	A
		X	A
Competencies		Level	Assess by;
<u>Awareness</u>	Demonstrable aptitude and ability to develop in the particular work area	<u>A</u>	A Application I Interview T Testing R Reference
<u>Significant</u>	Clear competence in the work element sufficient for all role requirements	<u>S</u>	
<u>Extensive</u>	Sufficient expertise in the work element to lead and mentor others, and influence policy and practice	<u>E</u>	
Planning and organising work	Scheduling own cleaning tasks in accordance with agreed procedures and priorities.	X	I
Influencing and interpersonal skills	Working co-operatively with teaching and other support staff.	X	I,R
Using initiative	Basic problem solving within appropriate limits. Dealing with day to day incidents and emergencies.	X	I
Working independently	Shared responsibility for building cleanliness.	X	I
Managing people	Works with other cleaners	X	I

Managing resources	Responsible for tools and equipment used.		X		I
	Stocks of consumables		X		I
Managing risk	Health and safety awareness in all aspects of work.		X		I
Managing oneself	Awareness of opportunities for self improvement		X		I

APPROVAL

We confirm that this questionnaire conveys a full and accurate description of the job January 2016:

Signed: **Postholder** **Line Manager**