



# Haileybury

## Job Description

**Job Title** : Operations Assistant  
**Responsible to** : Operations Manager  
**Department** : Estates - Operations  
**Last reviewed** : February 2021

### Job Outline and Purpose:

The Operations Assistant will work as part of the Operations Team in the provision of services across the site in support of effective day-to-day operations, with the delivery of an exceptional level of customer service to our clients.

The role will require shift working to provide cover 24/7/365 but weighted to more staff working during the core times of 7.00am to 7.00pm Monday to Friday, and 8.00am to 4.00pm Saturdays.

### Duties:

The key functions of the Operations Team will include duties under the headings:

- Security
- Compliance
- Post & Parcels
- Emergency Response
- Access
- Events
- Other

The post-holder will:

- Be diligent in their duties and ensure they follow procedures to ensure they keep themselves, their colleagues and school property safe and secure
- Work cooperatively with colleagues to ensure the site is run efficiently
- Undertake tasks requiring the use of manual handling techniques
- Keep the management team up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame
- Establish and maintain effective communication channels and efficient/effective working relationships with other colleagues, customers and third parties.
- Make use of appropriate equipment and facilities in order to complete duties in the most efficient and effective way
- Ensure and promote the correct use and operation of machinery and equipment and report any breakdowns to Maintenance management
- Ensure the security of the departmental vehicles, tools, machinery, buildings and equipment at all times

- Complete all duties effectively, efficiently, accurately, and within allocated deadlines
- Undertake appropriate training to ensure that skills remain up-to-date and commensurate with the first class service required for this role
- Assist in other areas of work within the College which are within your skills and capabilities, as reasonably requested

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the School.

## **Person Specification**

### **Experience**

- Experience of working in a school or other educational environment advantageous
- Proven experience working in either the facilities, security, domestic services or post room sectors
- Considerable experience of completing tasks in line with a varied plan across different disciplines
- Ability to work to the highest standards possible

### **Skills**

- A sound knowledge of Health and Safety protocols
- Highly articulate, confident and dynamic personality
- Basic level of computer literacy, particularly Google suite
- Excellent communication skills with all relevant client groups, both internally and externally
- Ability to understand and operate within a school environment
- Well organised with the ability to prioritise work to deadlines and under pressure, whilst at all times providing a safe working environment which adheres to Health and Safety best practice
- Ability to work in a way that promotes the safety and wellbeing of children and young people
- Ability to maintain confidentiality with tact, diplomacy and discretion
- Ability to work in a team and individually, using own initiative
- Flexible with the ability to adapt to changes to work schedules
- Accurate with an eye for detail
- Good numeracy and literacy skills
- Confident, self-motivated and proactive
- Enthusiastic with the ability to learn
- Honest, polite, reliable, resourceful, flexible, punctual and committed

### **Qualifications**

- Driving licence essential
- First aid qualification desirable
- SIA security guard training desirable
- Working at height awareness
- Manual handling techniques

### **Child Protection at Haileybury**

Though this role does not require the direct supervision of pupils, in addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

### **Health & Safety at Haileybury**

Under the Health and Safety at Work etc. Act 1974 and associated legislation, colleagues at Haileybury are expected to be comply with H&S requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies/procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

### **Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>

### **Code of Conduct Statement**

Colleagues at Haileybury are expected to work together showing respect, courtesy and helpfulness, cooperatively working with a positive ethos and culture, whatever the staff member's position may be. Each individual should try to see and appreciate what others are doing and understand that the provision that we offer our pupils can flourish only with the active assistance of all concerned.