



Job Description

Job Title: Operations Assistant
Department: Estates - Operations
Responsible to: Operations Manager
Last reviewed: April 2024

Job Outline

The Operations Assistant will work as part of the Estates - Operations Department 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.

Purpose

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.

Duties

Security

1. Coordination of site security.
2. CCTV monitoring and management.
3. 24-hour security patrols.
4. Incident reporting.
5. Intruder/Panic alarm monitoring and response.
6. Liaising with Police and other emergency services.

Compliance

1. Fire evacuation drills.
2. Weekly fire alarm tests.
3. Fire safety checks for non-boarding houses.
4. Flushing water outlets for Legionella control.
5. Ladder Inspections.

Post

1. Receiving mail and parcel deliveries – sorting, processing and storing.
2. Franking outgoing mail/parcels.
3. Daily Boarding House parcel deliveries.
4. Daily mail delivery to Bursary post room.
5. Parcel delivery to departments.

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Emergency Response

1. Fire alarm monitoring.
2. Response to fire alarm activations.
3. Response to all other site emergencies.
4. Activating out of hours call outs.

Access

1. Door control programming.
2. Key issuing.
3. Unlock/lockup procedures.

Events

1. Event Security.
2. Signage and barriers etc.
3. Setting up and taking down for functions and exams (including stages).
4. Traffic management and parking.

Other

1. Booking in contractors and visitors.
2. Meter readings.
3. Site wide bin emptying.
4. Site wide litter picking.
5. Lost/found property.
6. Movement of items around site.
7. Daily laundry collections and deliveries site wide.

The post holder will:

1. Be diligent in their duties and ensure they follow procedures to keep themselves, their colleagues and school property safe and secure.
2. Work cooperatively with colleagues to ensure the site is run efficiently.
3. Undertake tasks requiring the use of manual handling techniques.
4. 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.
5. Establish and maintain effective communication channels and efficient/effective working relationships with other colleagues, customers and third parties.
6. Make use of appropriate equipment and facilities in order to complete duties in the most efficient and effective way.
7. Ensure and promote the correct use and operation of machinery and equipment and report any breakdowns to Maintenance management.
8. Ensure the security of the departmental vehicles, tools, machinery, buildings and equipment at all times.
9. Complete all duties effectively, efficiently, accurately, and within allocated deadlines.
10. Undertake appropriate training to ensure that skills remain up-to-date and commensurate with the first-class service required for this role.
11. Assist in other areas of work within the School which are within your skills and capabilities, as reasonably requested.

Other Requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality, Diversity and Inclusion

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

**Operations Assistant
Person Specification**

	Essential	Desirable
Qualifications		
Good general level of education (to GCSE level or equivalent)	✓	
Driving Licence	✓	
First Aid Qualification		✓
SIA Security Training		✓
Knowledge, Skills and Experience		
Experience of working in a school or other educational environment		✓
Proven experience working in either the facilities, security, domestic services or post-room sectors	✓	
A sound knowledge of Health and Safety protocols	✓	
Good literacy and numeracy skills	✓	
Excellent customer service skills	✓	
Personal Attributes		
Ability to communicate effectively with people at all levels in an organisation	✓	
Well organised with the ability to prioritise work to deadlines	✓	
Ability to work in a team and individually	✓	
Ability to work unsupervised and use own initiative	✓	
Willingness to work flexibly when required	✓	
Ability to maintain confidentiality with tact, diplomacy and discretion	✓	
Conscientious, trustworthy and reliable	✓	