

HAMPSHIRE COUNTY COUNCIL

ROLE PROFILE FORM

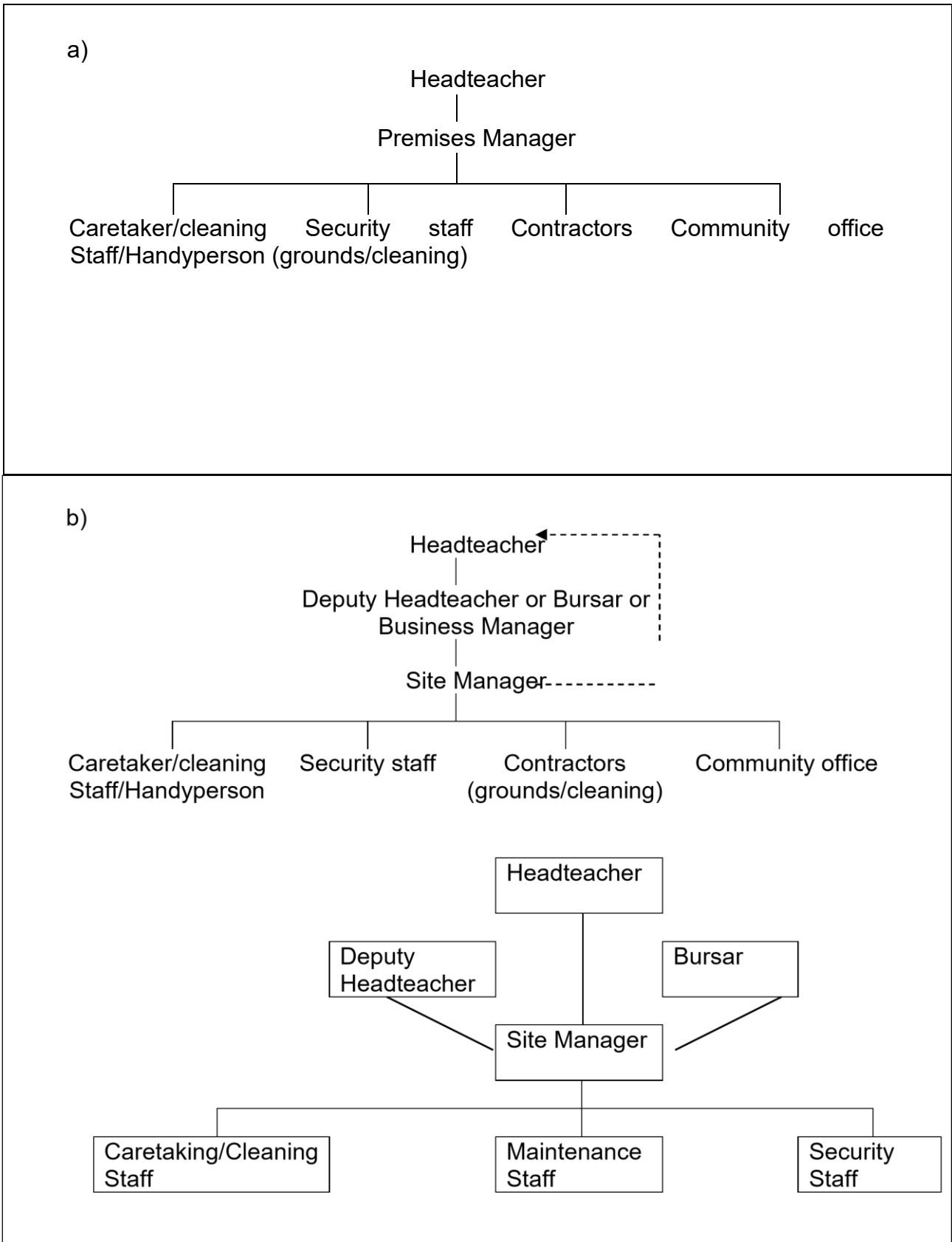
	ROLE PROFILE FORM REF:	02139
1	DEPARTMENT	Education (Schools)
2	SECTION	N/A
3	GROUP SPECIALISM	N/A
4	ROLE TITLE IN FULL	Premises Manager – Schools (Generic)
5	SAP ROLE TITLE (No greater than 40 characters)	
6	STATUS OF ROLE PROFILE (i.e. new, revision, generic, challenge, deleted)	Revision
6a	Date of change in status / effective date	TBC
7	ROLE REPORTS TO (Supervisor/manager's role title)	Member of Senior Leadership Team (e.g. Bursar, Business Manager, Deputy Headteacher, Headteacher)

8	ROLE PURPOSE (Why the role exists)
	To manage and maintain the physical resources on the site (buildings, grounds, materials and equipment) so that optimum use can be made of them for school and community purposes.

9. ORGANISATION STRUCTURE

Please insert or attach a structure chart which clearly sets out the title of the role its peers, subordinates and superiors together with the numbers in role, reference numbers and grades of the role profiles shown.

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10. Accountabilities

Accountability statements are the key functions of the role which in combination make up the main purpose. Typical examples include Resource Management, Finance, Systems,

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Supervision, Professional Direction, Policy, Administration etc. Select an appropriate series of headings for this role and insert in the table below:

Accountability headings	Accountability statements
Cleaning	<p>Supervise in-house cleaners/monitor standards of contract cleaners and liaise with supplier. Hold regular monthly/ quarterly meeting with in-house and contract cleaners. Step in and undertake cleaning as required</p> <p>Develop and operate a cleaning specification liaising with cleaning contract supplier/develop and operate a schedule of cleaning for the site including supervision of cleaning staff, following agreed procedures and standards.</p> <p>Monitor cleaning standards. Demonstrate an understanding of acceptable standards of cleanliness. Supervise inhouse cleaning staff/liaise with supplier of contract cleaning. Implement/attend regular contract review meetings.</p> <p>Supervise, instruct and maintain site cleaning machinery showing regard to health and safety requirements.</p>
	<p>Ensure all graffiti is removed regularly.</p> <p>Hygienically clean following any body fluid spillages showing regard to health and safety requirements.</p> <p>Train/instruct other staff in hygienic cleaning methods following spillages in accordance with infection control guidelines.</p>

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<p>Maintenance</p>	<p>Note and report to line manager all building and fabric defects, initiate and monitor repairs.</p> <p>Supervise and carry out routine maintenance repairs, subject to previous training and experience.</p> <p>Make the area safe and supervise/organise emergency repairs.</p> <p>Develop, organise and implement programme of internal and external site maintenance and redecoration.</p> <p>Attend maintenance meeting to plan holiday work. Formulate a rolling programme of decoration and planned maintenance.</p> <p>Obtain quotes and arrange site visits by external contractors for tasks that cannot be completed by in-house staff.</p> <p>Operate the school heating, lighting, water and ventilation systems, ensuring they are maintained to the correct standard.</p> <p>Replace light bulbs and clean light fittings as required. Promote energy ethos throughout the school.</p> <p>Ensure fixed and portable safety signage is maintained in good condition and is suitable/sufficient.</p> <p>Ensure all tools and machinery relevant to management of the site is serviced and maintained.</p> <p>Ensure the grounds are maintained, including clearing of leaves, minor pruning, emptying of external waste bins and litter picking. Liaise with grounds maintenance contractors.</p> <p>Ensure that Bad Weather and Emergency Plan/procedure is in place – take responsibility for clearing snow or ice from paths for access, dealing with floods, fires, break-ins or other damage caused to school property.</p>
<p>Stock management/ admin</p>	<p>Move goods and school equipment within the school. Monitor stocks of site maintenance supplies and re-order as necessary, with due regard to agreed budgets.</p> <p>Establish and maintain a well organised and accessible system for site administration.</p>
<p>Management of use of site</p>	<p>Take and record meter readings as requested by line manager.</p> <p>Collect and assemble waste for collection.</p> <p>Prepare reports using web-based energy management platform and make suggested improvements as requested by senior leadership team.</p> <p>Check and adjust heating system.</p> <p>Arrange and organise lettings in accordance with school policy and in view of income/expenditure.</p> <p>Manage/carry out overtime duties in relation to evening and weekend use of the school premises, by negotiation and in</p>

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	<p>agreement with line manager to ensure most cost effective arrangements.</p> <p>Organise/prepare rooms for exams, lettings, parents evenings. Attend meetings, liase with the senior leadership team and governing members regarding maintenance of the school site.</p>
<p>Supervision of contractors</p>	<p>Manage contractors on site, ensuring all health and safety requirements are adhered to.</p> <p>Assess need for and allocate contracts.</p> <p>Report defects to term contractor and monitor repairs. Liaise with all relevant HCC technical support staff. Engage external contractors where appropriate.</p>
<p>Management (where staff directly employed)</p>	<p>Line manage any directly reporting site management staff (e.g. site assistants, cleaning staff), including organising training and performance management. Assist with recruitment following site specific policies.</p> <p>Ensure cover is provided in the event of cleaning staff and site staff absence.</p> <p>Respond positively to reasonable requests commensurate with the role, made by members of staff.</p> <p>Identify own training needs and implement training programme for all directly reporting site management staff and in-house cleaning staff. Participate in training and other learning activities and performance development as required.</p>
<p>Security</p>	<p>Ensure site security is maintained through organising and monitoring arrangements for keyholding, locking and unlocking, controlling key accessibility. Act as a keyholder for the school. Review security procedures and make proposals for improvement as necessary.</p> <p>Ensure a member of the site team is contactable at all times in the event of an emergency, and act as principal keyholder. Act as the first point of contact in an emergency and be ready to step in to lock and unlock the school in the event of staff absence.</p>

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<p>Health and safety</p>	<p>Act as school Fire Safety Officer. Act as Nominated Responsible Person for Asbestos Register. Carry out all risk assessments related to site management. Ensure COSHH risk assessments are carried out and COSHH file contains up to date MSD's. Carry out health and safety checks, including:</p> <ul style="list-style-type: none"> • Boiler room – carry out boiler room inspections and report to line manager • Site inspection – complete daily visual site safety inspection and quarterly premises inspection, report and follow up any defects • Playground equipment – ensure all safety checks of playground are carried out, record an report to responsible contractor, monitor repairs
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	<ul style="list-style-type: none"> • Drains and drain covers – ensure inspections of all drain covers and manholes are carried out and recorded, reporting defects to term contractor where necessary • Call points – ensure weekly test of fire alarm call points are carried out and recorded, report any faults to contractor • Fire extinguishers – ensure monthly inspection of fire extinguishers is carried out and recorded, report any faults to contractor • Emergency lights – ensure test of emergency lighting is carried out and recorded on a monthly basis, report any faults to contractor • Fire doors – ensure quarterly inspection of fire doors is carried out and recorded, reporting any faults to contractor • Final exit doors – ensure inspection of final exit doors is carried out and recorded, reporting any faults to contractor <p>Management of Legionella:</p> <ul style="list-style-type: none"> • Act as Nominated Responsible Person for Legionella • Flushing – ensure all weekly and periodic flushing of the water system is carried out and recorded • Temperature recording – ensure water temperature readings are carried out and recorded using the online system, report and monitor any faults <p>Carry out and record PAT tests if suitably qualified, ensure tests are carried out by contractor if not.</p> <p>Carry out and record inspection of all access equipment.</p>
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<p>Additional</p>	<p>Minibus driving and inspection as agreed if suitably qualified. Ensuring servicing and MOTs are carried out at the recommended frequency.</p> <p>Carry out and record swimming pool checks after appropriate training. Ensure that the health and safety requirements have been met following the latest guidelines. Ensure that cleaning of pool surrounds, foot baths etc is carried out as per pool procedures.</p> <p>Be aware of and comply with school policies and procedures relating to child protection, accessible access, health, safety and confidentiality, reporting all concerns appropriately. Ensure repairs are carried out within agreed budgets. Manage all budgets pertaining to the cleaning of the site, repairs/maintenance of equipment. Requisition site management supplies within budget allocation.</p>
<p>Corporate and statutory initiatives, e.g. equalities, health and safety, e-government, sustainability</p>	<p>Be familiar with county council/school health and safety requirements and ensure these are consistently met by those using the site</p>

11. Key decision-making areas in the role (please provide 3 or 4 examples of typical decisions encountered)

<p>Recruitment/deployment of staff – decide (in some schools, in consultation with members of senior leadership team)</p> <p>Use and deployment of contractors, monitor sub-standard contractor performance – decide (in consultation with senior leadership team)</p> <p>Security/safety of users – decide (in consultation with senior leadership team)</p> <p>Use of school for extraneous purposes – decide (in consultation with senior leadership team)</p> <p>Spending decisions – decide against agreed annual plan</p> <p>Maintenance priorities against rolling programme – decide (in consultation with senior leadership team)</p> <p>Replacement equipment – decide against agreed budget</p>

12. Role dimensions – financial (e.g. annual revenue budgets) and non-financial units (e.g. workload, customers/staff) (Non-recurring budgets e.g. capital sums should be clearly indicated as such)

<p>Budgets – amounts will vary from school to school but maintenance budget likely to be up to £30K in some instances, with discretion to spend on any one project amounting to</p>

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£500. Will also include monitoring of other budgets (e.g. cleaning contractors up to £100K) and overseeing capital works on site (could be up to £250K) paid for by school.

Staff management – may be small (2-3) if much in school sub-contracted (although responsibility for managing contract will then be greater) or up to 10 if not subcontracted.

School assets – will be substantial and valuable (into seven figures in all cases). Includes managing access to assets where substantial changes (e.g. capital works) are occurring.

Dispersal of site – will be significant factor where accommodation and buildings spread over large area or, in some cases, over more than one site. There are substantial variations in size of school sites which will impact on scale of responsibilities (e.g. playing fields, floor area).

Complexities of contract management – will vary from school to school but, in cases where there is significant use of contracts, is expected to contribute to development of specification and ensure contract obligations are delivered.

Other – regular deliveries each week.

13. Main contacts – external/internal customer contacts and purpose. Frequency and level of contact may also be relevant.

- Own team – daily to manage work and share information
- Other school staff up to and including headteacher – daily for various purposes
- Students/pupils – daily
- Other school users including community groups – daily to discuss needs, use of school premises, etc
- Member of school governing body – occasional to advise on site issues
- Neighbours – regular, to maintain good relationships
- General public – regular to provide information and guidance
- HCC directorates, e.g. Universal Services (Property team) – regular for information/guidance purposes e.g. Building Surveyor
- External contractors and suppliers – regular to pursue school issues
- Other external agencies e.g. Police, Fire and Rescue Service – occasional, normally for security purposes

- 14. Working conditions** – Please state the nature of the typical working conditions, i.e. the environmental and physical factors involving physical effort or strain. Please state the frequency of occurrence, e.g. infrequent, occasional, frequent or continuous

Regular exposure to the elements (weather).
Manual handling/lifting.
Lone working, requiring strong health and safety emphasis (use of radio/mobile phones),
Can be significant call-out component/primary keyholder.
Shift working covering late evenings/early mornings and weekends.
Will be some handling of dangerous substances and exposure to difficult customers, intruders.
Regular reassessment of site priorities to ensure requirements of users are met.

15. Role requirements for operational effectiveness

Please state the essential skills, qualifications and types of experience which are required for operationally effective service delivery. Additional and desirable, attributes or qualifications, e.g. a degree or membership of a professional body should only be included, where the employing department believes that the role cannot be effectively performed without it.

1. Health, Safety & Compliance

- Strong working knowledge of Health and Safety legislation, including:
 - Control of Substances Hazardous to Health (COSHH)
 - Manual handling guidance
 - Fire safety regulations
 - Legionella awareness and monitoring requirements
- Ability to conduct and support risk assessments, routine H&S checks and ensure safe working practices across the site.
- Understanding of safeguarding expectations within a school environment and the need to maintain a safe environment for pupils and staff.

2. Premises and Facilities Management

- Proven experience in managing the day-to-day operations of a school or similar premises (e.g., cleaning, maintenance, security, lettings).
- Ability to prioritise and manage workloads, including reactive issues, planned maintenance and compliance testing.
- Good understanding of building systems, such as:
 - Heating and ventilation
 - Electrical distribution
 - Water systems
 - Security alarms and access controls

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- Experience working with or overseeing contractors, ensuring quality of work and compliance with school policies.
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3. Practical Maintenance & Repair Skills

- Competence in general maintenance areas such as:
 - Basic plumbing
 - Basic carpentry
 - Painting and decorating
 - Minor electrical work (non-specialist)
 - Ability to identify issues early and carry out or arrange timely repairs to keep the school operational and safe.
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4. Organisational & Administrative Skills

- Confidence with record-keeping, including statutory compliance logs (e.g., fire safety checks, water temperature logs, asset registers).
 - Ability to use digital tools (email, basic spreadsheets or premises-management systems).
 - Experience planning preventative maintenance schedules.
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5. Communication & Interpersonal Skills

- Clear, courteous and professional communication with:
 - School leadership
 - Staff
 - Pupils
 - Parents
 - Contractors and external agencies
 - Able to collaborate well and support the wider school team.
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6. Flexibility & Reliability

- Flexibility is essential — availability to adjust working hours where needed to support school events, emergencies, or seasonal demands (e.g., snow clearing, evening lettings).
 - Strong sense of responsibility, reliability and initiative.
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7. Security & Site Supervision

- Experience in ensuring the security of the site, including:
 - Routine opening and locking procedures
 - Monitoring CCTV where applicable
 - Responding to security-related incidents

Entry (necessary role-related knowledge, skills and experience at selection):

- Skilled in routine maintenance activities, some experience in simple DIY type maintenance and repairs
- Management skills
- Strong and effective inter-personal skills – evidence of previous team working and able to communicate clearly and appropriately with others
- Good standard of written and spoken English. Good numeracy skills. Able to complete written reports and records.
- Good organisational ability
- A clear understanding of health and safety issues and the relevance of health and safety in the school premises environment (e.g. CoSHH)
- Financial awareness
- Good standard of IT skills including ability to use Microsoft packages Budget management experience
- Be available to attend school/parents' functions as required. • Willing to undertake job-related training

Initial induction/training required to become effective in the role:

Estimated time to become operationally effective: 9 months

Induction: 3 months

Further learning 6: months

- Awareness of all school policies
- Knowledge of and showing regard for school priorities i.e. on curriculum, use of buildings, use of site for community purposes/lettings
- Specific health and safety legislation as it relates to schools
- Effective management of site team
- Effective budget management
- Build a good working relationship with contractors
- Familiarisation with school standards, including contractor specifications
- Effective security management of site
- Apply safeguarding procedures throughout the school

Operationally effective (how effectiveness in role would be demonstrated):

- Safe working environment
- Compliance with site regulations by users
- Skilled in technical health and safety factors as they relate to the school environment
- Good relationships with staff/students/users/other external school contacts
- Sensitive and responding appropriately to changing school and community priorities
- Ability to anticipate and address potential site security and health and safety issues
- Proactive in work programming
- Contributing to planning for change in school environment

- Delivers work targets on time

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- Enjoys confidence of own staff
- Is demonstrating how can improve quality of school environment
- Achieving cost effective solutions to school site issues

Adding value (what characteristics the advanced role holder will demonstrate):

- Takes pride in and achieves high standards in the quality of the school environment • Very highly regarded in school and by whole school community
- Will challenge the 'status quo' and always pursue what is in the best interests of the school
- Regarded by wider school community as natural and direct contact on matters to do with the use of the school premises outside normal school hours
- Promotes appropriate and effective extraneous use of the school and generates additional income
- Is able to produce high quality work whilst ensuring optimum use of school maintenance funds
- Highly autonomous in the school with wide discretion to take decisions
- Can achieve consistently good results whilst never compromising health and safety standards
- Has achieved high level of education of others in appropriate and positive use of school site
- Strong staff developer of own team

16. Context/Additional Information

This role requires regular movement around the school site, bringing the postholder into regular contact with pupils with whom professional relationships must be maintained. It is usually directly accountable to a member of the school management team and will operate autonomously and independently within prescribed budget limits.

The size, condition and geographical layout of the school will create different demands (e.g. high/low levels of vandalism; old/new buildings; dispersed or tightly defined site) and the context for the role will change during school holiday periods/public holidays when, wherever possible, minor works and maintenance will be prioritised.