

## Job Description

<b>Group Member:</b>		Luminate Group Services	
<b>Job Title:</b>		Facilities Supervisor	
<b>Reports to:</b>		Facilities Manager	
<b>Job Grade</b>	LEG B	<b>Department</b>	Estates

### ROLE SUMMARY:

As a Facilities Supervisor, you will line manage a team of Facilities Assistants and Security staff, as well as a range of contractors including cleaning, security, maintenance and soft services. You will act as the main point of contact for users and you will manage jobs using a computerised customer relationship system (CRM) to ensure jobs are tracked and completed.

### SPECIFIC ROLE RESPONSIBILITIES:

1. Responsible for the day to day provision of premises services, including cleaning, security and portering/setups to meet the needs of all customers.
2. Ensure a safe working environment for all employees and stakeholders and work closely with the Health & Safety Advisor to ensure all external service providers operate to safe systems of working (SSOW) in full compliance with statutory and Group requirements.
3. Work in partnership with the Facilities Manager and other Facilities Supervisors to ensure a customer focused and responsive service is always provided across the team.
4. Lead a team of Facilities Assistants to provide an outstanding premises service including systems and processes that ensure effective opening and locking of sites, building and grounds patrols, CCTV system monitoring as required (in line with policy and legislation only designated named staff will be expected to view CCTV and training will be given) and inspection checks as well as transport of goods and services between campuses, on-site contractor management and day-to-day maintenance.
5. Lead the cleaning team (where applicable) ensuring effective cleaning rotas are in place and ensure that the site is cleaned in line with agreed standards.
6. Lead the Facilities Assistants Team (where applicable) ensuring the provision of all security duties including guarding, patrolling, access control and monitoring as required to support the provision of a safe and secure environment and provide effective
7. Security of site buildings, contents and ground.
8. Ensure the correct PPE is available for team members and all H&S guidelines are followed.
9. Responsible for on-site contractors, ensuring that all Luminate Group policies are followed. Ensure contractors follow the required Safeguarding policy and are DBS checked and supervised as appropriate when working on site or in the presence of students.
10. Monitor stock levels of cleaning materials, PPE, maintenance materials and First Aid Supplies and ensure that an appropriate supply of materials is maintained.
11. Complete regular inspections and checks to ensure the maintenance of statutory obligations and a safe and welcoming environment for staff, students and visitors (including weekly, monthly, Quarterly Health & Safety Inspection checks and audits, Fire Safety Equipment checks, Fire Panel Fault Checks, Weekly Flushing of lesser-used water outlets, checks and resupplies of First Aid boxes etc).

12. Ensure service desk requests are responded to within agreed timescales and keep customers informed about the progress of their requests.
13. Responsible for the opening and closing of buildings and premises in accordance with agreed procedures, operating intruder, fire, access control, CCTV (in line with policy and legislation only designated named staff will be expected to view CCTV and training will be given) and other building systems as required and to check the BMS and heating and ventilation plant and equipment ensuring appropriate comfort levels.
14. Ensure all Facilities Assistants receive the appropriate training on health and safety legislation and safe working practices and procedures, security and customer support.
15. Provide an effective, efficient and responsive 24-hour emergency response service and act as a member of the emergency response team providing immediate action in case of emergency, summon and deal with emergency services and assist in site evacuation procedures including for those with Personal Evacuation Plans (PEEPS).
16. Compile and distribute regular high-quality management information reports on the campus to the Facilities Manager and Head of Campus Facilities.
17. Monitor compliance with Group policies and procedures and act to address incidents of non-compliance.
18. Ability to participate in evening/weekend work as required.

**CORE RESPONSIBILITIES:**

19. Deliver an exemplar, customer-focused Facilities service
20. Work collaboratively and consultatively with Safety, Health and the Environment and the Capital Projects team to ensure the service proactively supports managers and employees
21. Contribute towards service cross-functional projects and work streams
22. Improve and maintain internal relationships with other Group Shared Services functions such as MIS, Finance, IT, HR, Capital Projects & Student Recruitment and Marketing
23. Contribute to internal and external networks
24. Contribute to the Wellbeing Strategy
25. Any other duties that are specific to the department.
26. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

## GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

### **Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

### **Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

### **Passion**

*Encouraging all to have aspiration and passion in everything they do.*

### **Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

### **Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

### **Creative**

*Always hungry to learn and looking ahead so we can be responsive*

Job Title:	Facilities Supervisor
------------	-----------------------

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,  
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. GCSEs including English and maths (or equivalent qualifications)	A, C
E	Q2. Health & Safety training or relevant Level 4 qualification	A
D	Q3. Fully qualified First Aider	A, C
D	Q4. SIA Licence Holder or willing to undertake appropriate security training	A, C
D	Q5. ILM Level 2 or above or equivalent qualification in team leading/supervisory/management	A , C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1 Experience of working in a customer service environment in a supervisory role	A, I, R
E	EK2 Experience of supervisory experience in premises security	A, I, R
E	EK3 Knowledge of building management and equipment loan systems	A, I
	EK4 Experience of operation of intruder and fire alarms	A, I

E		
E	EK5 Previous line management or supervisory experience	A, I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1 Excellent verbal and written communication skills	A, I
E	SC2 Excellent interpersonal skills, being approachable and professional in dealing with colleagues, students, visitors and the public	A, I
E	SC3 Ability to handle any issues arising in a calm and professional manner, including use of de-escalation techniques, dealing with staff, students and visitors	A, I
E	SC4 Ability to safely carry out strenuous manual activities on occasion as required e.g. the movement of equipment, cleaning etc	A, I
E	SC5 Ability to work as part of a team and self-motivate	A, I
E	SC6 Ability to be discreet when handling sensitive or confidential matters	A, I
E	SC7 Ability to work on own initiative, drawing on knowledge to effect positive outcomes on arising issues	I
E	SC8 Ability to compile clear and concise reports for the attention of the line manager	A, I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I