

**JOB PROFILE – SITE AGENT**

<b>Please identify the main purpose of your job.</b>	
Responsible to the headteacher for the work required to keep the school functioning, in particular in Security, Heating & Lighting and Cleaning, and to undertake a range of Handyperson tasks.	
<b>What are the main duties and responsibilities of your job?</b>	
Main duties and responsibilities	% of time
<ul style="list-style-type: none"><li>• Security of Premises</li><li>• Heating and Lighting</li><li>• Cleaning of Premises</li><li>• General duties including taking deliveries,</li><li>• Handyperson tasks, including simple plumbing, electrical and joinery repairs and decorating.</li><li>• Supervision of staff, where appropriate</li></ul>	

**ID REF NUMBER**

**POST TITLE:** Site Agent

## **1. KNOWLEDGE**

<b>1. What kinds of knowledge do you need in order to perform your job competently?</b>		
Type of knowledge	What knowledge and why do you need it?	Source of knowledge
Literacy	Reasonable standards of literacy in order to read chemical labels, completion of timesheets and checking invoices	
Numeracy	Reasonable standard of numeracy in order to understand invoices and completion of staff timesheets	
Procedural	Health & Safety (COSHH), security and recruitment and selection procedures for staff and induction. Procurement procedures for ordering stock.	
Equipment	Ladders, cleaning equipment (including buffing machines), heating and security systems, fire extinguishers, audio visual equipment (where technician is not available), power tools. Needed for smooth running of school and health & safety of pupils, staff and visitors.	Site Agent Training
Administrative systems	Completion of timesheets and checking of orders and invoices, room bookings and lettings system. Log books for maintenance and asbestos.	
Organisational		
Specialist	COSHH and RIDDOR	Site Agent Training
Other languages/cultures		
Other (please specify)	1-2 years' experience in similar post	

## **2. MENTAL SKILLS**

### **2.1 Please give examples of two decisions you make on a regular basis**

1. Assessment of daily priorities

2. Ordering of supplies and materials

### **2.2 What is the most important or difficult decision/recommendation you make? How often do you expect to take a decision or solve a problem of this type?**

Recommendation to the headteacher to close the school (eg due to heating failure) - occasionally

Monitoring of contractors on site - regularly.

### **2.3 Describe the kinds of problems you solve regularly.**

Staff absence and the management of staff as a result.

Monitoring of cleaning standards

### **2.4 Give examples of any creative and developmental skills required.**

Arranging rooms for lettings

Induction and development of cleaning staff.

### **2.5 If your job requires forward planning, give examples of how you plan or organise activities/projects.**

Determining contractors' working arrangements.

### **2.6 Other**

### 3. INTERPERSONAL AND COMMUNICATION SKILLS

<b>3.1 What Interpersonal and communication skills are required to perform your job competently?</b>	
<b>TYPE OF SKILL</b>	<b>PURPOSE/NATURE OF SKILLS AND HOW USED</b>
Caring	Awareness of health & safety needs of pupils, staff and visitors.
Training	Training and induction of cleaning staff and assistant site agent, where appropriate.
Team-working	Working collaboratively with all other school staff
Motivational/team leading	Leading a team of cleaners and assistant site agent, where appropriate.
Advising/Guiding	Informing the headteacher on school maintenance
Persuading/ influencing/ negotiating	Persuading contractors to work to school routines; persuading hirers of premises to follow school procedures.
Advocacy	
Conciliation	
Counselling	
Oral(spoken) communication	Ability to give clear and concise instructions to staff and clients.
Written communication	Ability to complete forms (eg timesheets, orders)
Presentation	
Other language/ Communication	

#### **4. PHYSICAL SKILLS**

<b>4.1 List any tasks which require particular co-ordination/precision and/or speed</b>	
Task	Skill required
Setting alarms	Precision and accuracy, manual dexterity
Use of power tools	Precision and accuracy
Use of ladders	Co-ordination

<b>4.2 Are driving skills required?</b>
No

## **5. INITIATIVE AND INDEPENDENCE**

### **5.1 How are you managed?**

By the headteacher; sometimes not directly when headteacher is off site.

### **5.2 To what extent is your job guided by instruction/procedures/policies or precedents?**

To a great extent

### **5.3 What level of control do you have over workload and priority of work?**

Prioritising own work on a daily basis with some direction from the headteacher on non-routine issues.

### **5.4 Give an example of a decision which can be made without reference to a manager**

Salting of paths in bad weather.

### **5.5 Give an example of a decision that would need to be referred to a supervisor or manager**

Programme of minor maintenance

Action to be taken over trespass and vandalism on the school site.

## **6. PHYSICAL DEMANDS**

<b>6.1 Please give details of any physical demands involved in your job.</b>			
Demand	Reason	Duration	Frequency
Lifting and moving of equipment, furniture etc	Dealing with deliveries, moving furniture and equipment as required	Up to an hour at a time	Daily
Use of cleaning machines	Cleaning duties	Up to an hour at a time	Daily
Ladder work	Changing bulbs and minor maintenance work	Up to an hour at a time	Regularly
Unblocking of drains		As necessary	Occasionally
Repairs	Use of tools including power tools.	As necessary	Regularly

### **6.2 If lifting, do you have any help from anyone else?**

Not usually

### **6.3 Do you use a mechanical aid (e.g. sack barrow)**

Yes - Sack barrow or similar

## **7. MENTAL DEMANDS**

<b>7.1 Detail if your job requires you to use your senses more than usual</b>			
Activity	Reason	Duration	Frequency
Security checks/alarm call outs	Possible intruders – needs concentration	Up to an hour at a time	Occasional
Use of equipment (eg ladders, tools)	Concentration required to ensure safe use	Varied	Regular
Identification of health and safety issues	Need to be alert to potential dangers	Constant	Constant

<b>7.2 Detail the level of concentration required to perform your job competently</b>			
Activity	Reason	Duration	Frequency
Use of equipment, including power tools	Safety	Varied	Regular

<b>7.3 Are there any work-related pressures?</b>			
Activity	Reason	Duration	Frequency
Stock control	To ensure adequate stocks of essential items	Varied	Daily
Prioritisation of tasks, some of which are health & safety related	Safety	Short periods throughout the day	Daily
Emergencies (eg burst pipes)	To ensure prompt repairs	Varied	Occasional

<b>7.4 Detail any other type of mental demand</b>			
Activity	Reason	Duration	Frequency



**8. EMOTIONAL DEMANDS**

**8.1 Give details if your job brings you into contact / work with other people (other than your immediate work colleagues) whose circumstances or behaviour causes you emotional stress.**

People involved	Cause	Impact	Frequency
Members of public on site	Inconsiderate behaviour	Potential complaints	Occasional
Trespassers	Potential trespass and/or vandalism	Threat to people or property	Infrequent

## 9. RESPONSIBILITY FOR PEOPLE

### 9.1 Do you have any DIRECT impact on the physical/ mental/ social/ economic or environmental wellbeing of people (other than those directly supervised or managed by you)?

Task/duty/responsibility	Who is affected ?	How are they affected ?
Maintaining a healthy and safe environment	All people who use the site (staff, pupils, parents, visitors, members of the public)	Potential hazardous environment

### 9.2 Do you implement or enforce any statutory regulations which have a direct impact on health, safety or well being of people?

Regulation	Impact on	Nature of impact
COSHH, RIDDOR	All people who use the site (staff, pupils, parents, visitors, members of the public)	Potential hazardous environment

### 9.3 Do you develop policies or provide advice, guidance or interpretation of procedures or regulations which impact on the well being of people?

Regulation	Impact on	Nature of impact
Guidance to cleaners on health and safety regulations	Cleaners and school community	Health and Safety

### 9.4 Do you have any other responsibilities for people?

Responsibility	Who is affected	How are they affected

**10. RESPONSIBILITY FOR SUPERVISION/ DIRECTION/ CO-ORDINATION OF EMPLOYEES**

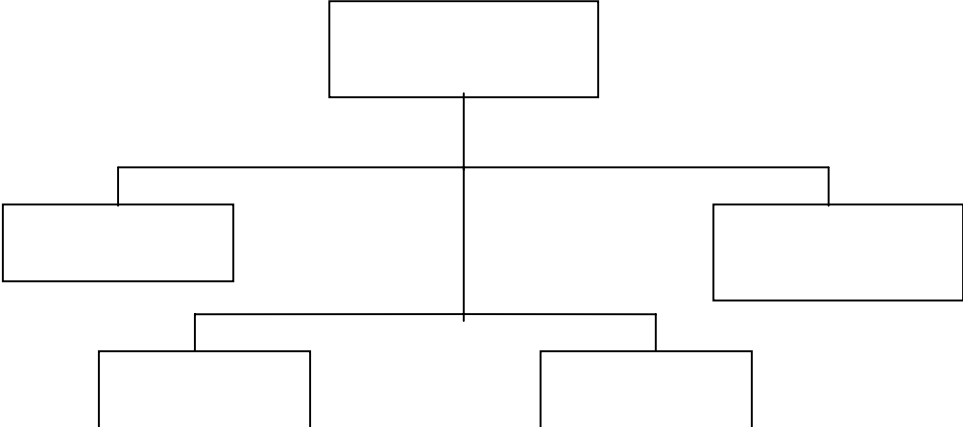
<b>10.1 Does your job involve training or demonstrating your work to other employees?</b>		
What training or demonstrating	Who	Frequency
Induction and training of cleaners and assistant site agent, where appropriate.	Cleaners	As required

<b>10.2 Do you supervise or manage any employees/ trainees?</b>	
Nature of supervision/management	Number
Supervision of cleaners and assistant site agent, where appropriate.	Approx: Lower 0-2 Middle 3-10 Upper 11+

<b>10.3 Do you develop policies or provide advice, guidance or interpretation of procedures or regulations which impact on staff?</b>	
Nature	Number
Provide advice and guidance on Health and Safety	Varied

**10.4 Organisation Chart**

Include only post titles and locations, where appropriate. Highlight the postholder in bold.



## **11. RESPONSIBILITY FOR FINANCIAL RESOURCES**

<b>11.1 Please give details if you are directly responsible for any financial resources</b>		
Nature of responsibility	Annual value	Frequency
Budget for supplies and materials	£100 - £1000 approx	ongoing

<b>11.2 Do you develop policies or provide advice guidance or interpretation of procedures or regulations in relation to finance?</b>	
Nature of responsibility	Impact

## **12. RESPONSIBILITY FOR PHYSICAL RESOURCES**

<b>12.1 Please give details of any direct responsibility you have for physical resources.</b>	
Nature of responsibility	Approximate value
School building (security) fixtures and fittings	£1m +
Cleaning equipment	£2K
Site Agent's tool kit	£500+

<b>12.2 Do you develop policies or provide advice guidance or interpretation of procedures or regulations which have an impact on physical resources?</b>	
Nature of responsibility	Approximate value
Induction and training of cleaning staff	Up to £5K
Advice to cleaners on use of equipment	

### **13. WORKING CONDITIONS**

<b>13.1 What kind of place do you usually work in?</b>	
Description	% time spent there
School premises and site	100%

<b>13.2 Are you able to rearrange your workload around extreme weather conditions ?</b>
Yes. Although some tasks are required to be completed in these conditions (eg clearing snow)

<b>13.3 Please give details of any unpleasant environmental working conditions.</b>			
Nature	Source	Time exposed	Frequency
Cleaning toilets		Up to an hour	Daily
Clearing vomit		Minutes	Occasionally
Clearing drains and guttering		As necessary	Occasionally
Waste disposal		Up to an hour	Daily
Changing facilities		Up to an hour	Regularly

<b>13.4 Please give details of any verbal abuse, aggression or other anti-social behaviour from people (other than immediate work colleagues) you experience during your work.</b>			
Nature	Source	Time exposed	Frequency
Verbal abuse	Pupils, members of public	Minutes	Occasional
Threatening behaviour	Trespassers		Occasional

<b>13.5 Do you encounter any hazards in your job?</b>			
Nature	Source	Time exposed	Frequency
Waste and bodily fluids		Minutes	Daily
Trespassers		Minutes	Occasional