

# We Are Hiring FACILITIES COORDINATOR & ASSISTANT TO HEADTEACHER

Creativity

Holistic  
Education

Open-  
Mindedness

Individuality

<b>Responsible To:</b>	Headteacher
<b>Location:</b>	TCW East School, E1
<b>Hours:</b>	Monday - Wednesday - 8.00am - 4.30pm Thursday - 8.00am - 6.00pm Friday - 8.00am - 4.00pm
<b>Salary:</b>	From £30,200 FTE per annum

## Role Summary:

This role ensures the smooth day-to-day running of TCW East School's facilities and office, while providing high-level administrative support to the Headteacher. You will lead on site operations, including maintenance, compliance, visitor management, and sustainability. You'll oversee office systems, staff onboarding, equipment, and logistics, while supporting budget and contract processes with the finance team. The role also includes managing the Headteacher's calendar, communications, and assisting with events, reports, and inspections. As part of the wider TCW team, you'll contribute to a safe, inclusive, and well-run school environment.

## Responsibilities:

**This role is responsible for an assigned area and the following responsibilities relate to all the sites, spaces and staff in that area unless otherwise stated.**

### Oversee the Day-to-Day Operations of the Office

- Lead on the smooth daily functioning of the office, ensuring an organised, professional, and welcoming environment for staff, students, and visitors.
- Act as the first point of contact at reception by answering the door, signing in visitors in accordance with safeguarding protocols, and promptly notifying relevant staff of their arrival.
- Answer incoming phone calls, redirect enquiries, take accurate messages, and ensure appropriate and timely follow-up.
- Conduct a half-termly audit of the key safe, ensuring it contains a correctly labelled and recorded copy of all keys, along with an up-to-date list of key holders.
- Lead on the booking and management of meeting rooms, resolving scheduling conflicts and liaising with staff to ensure room availability meets operational needs.
- Manage all office post, including stamping and dispatching outgoing mail, and ensuring timely distribution of incoming letters and parcels.
- Coordinate the distribution, tracking, and collection of essential school equipment such as laptops, mobile phones, and staff ID badges.
- Lead on the onboarding of new staff by liaising with the HR Officer to coordinate the new teacher induction, ensuring they receive all necessary materials and support to integrate effectively.
- Arrange all required taxi and courier bookings, ensuring value for money and timely service.
- Lead on the maintaining the general upkeep of the office environment, including the condition of plants, functionality of heating and cooling systems, and correct time displays on clocks

### **Lead on the operations of the TCW East School facilities**

- Act as the primary keyholder for all TCW East school sites, overseeing daily opening and closing procedures and undertaking these duties in person when required.
- Lead on ensuring the efficient running of facilities across TCW East by coordinating all necessary maintenance and repair work, including conducting half-termly site inspections to identify and address issues proactively.
- Lead on managing site access by overseeing all visitors to TCW East, ensuring compliance with the visitor policy (e.g. issuing ID badges, verifying Single Central Record (SCR) compliance, and providing workspace if needed).
- Lead on coordinating cleaning services and waste management across relevant TCW East sites to maintain a safe, clean, and welcoming environment.
- Collaborate with Hub Leaders to monitor and maintain stock levels of essential supplies and resources, ensuring timely replenishment.
- Lead on ensuring monthly utility meter readings are accurately recorded and submitted on schedule for all relevant TCW East locations.
- Lead on maintaining and regularly auditing the school's asset register, with formal checks conducted every half term.
- Oversee IT and printing infrastructure across TCW East sites, including toner stock management, printer maintenance, and liaison with IT support for issue resolution.
- Work collaboratively with school leadership to embed environmentally sustainable practices across TCW East facilities, supporting the organisation's eco-friendly goals.

### **Ensure Compliance with Health & Safety and Regulatory Standards Across All TCW East Sites**

- With guidance from the Head of Safeguarding and Wellbeing, lead on ensuring that all school facilities are safe, secure, and fully compliant with health and safety legislation, the Independent School Standards, and Ofsted requirements.
- Complete and maintain up-to-date risk assessments for all TCW East premises and facilities, reviewing regularly and updating as required.
- Monitor and ensure that all site-related compliance documentation—such as health and safety records, fire safety checks, and equipment certifications—is current and renewed promptly in accordance with statutory requirements.
- Lead on completing annual electrical PAT testing and logging of relevant equipment for the East school. PAT training will be provided.
- Communicate planned maintenance or works clearly and in advance to all relevant staff, including through updates at weekly team meetings.
- Proactively identify potential risks or areas for improvement, escalating concerns where necessary and taking appropriate action to mitigate issues

### **Support Financial Oversight and Contract Management**

- Collaborate with the finance team to support the effective management of the school's budget, contracts, and financial planning.
- Oversee all utility contracts for relevant TCW East sites, ensuring continuity of service and best value.
- Monitor and manage all service contracts and on-site works, ensuring completion to specification, budget, and agreed standards.
- Assist the finance team in developing and maintaining an up-to-date contract register, ensuring timely review and renewal of all agreements.
- Ensure all necessary financial and HR documentation is obtained and approved prior to engaging new suppliers or contractors.
- Support the finance team in the annual review and renewal of the organisation's insurance policies, ensuring coverage remains relevant and compliant; assist with insurance claims as needed.
- Work in partnership with the finance team and the Data Protection Lead (DPL) to ensure data protection responsibilities are met, including liaising with the Data Protection Officer to maintain up-to-date policies, procedures, and staff training.
- Promote best value and cost-effectiveness in all procurement processes, ensuring that resources are used efficiently and responsibly.

## Executive Support to the Headteacher

- Provide high-level administrative and organisational support to the Headteacher (HT), enabling them to manage their workload efficiently and effectively.
- Maintain strict confidentiality and discretion when handling sensitive information or supporting confidential matters.
- Manage the HT's calendar, coordinating appointments, meetings, and engagements to reflect strategic priorities and time efficiency.
- Handle phone and email communications on behalf of the HT, filtering queries, drafting correspondence, and ensuring timely follow-ups in a positive and professional manner.
- Prepare agendas, documentation, and materials for meetings; attend meetings on the HT's behalf where appropriate, providing accurate summaries and tracking action items.
- Assist in planning and coordinating school-wide events, including weekly training sessions and whole-school activities.
- Support the HT and Creative Coordinator in the development and delivery of school assemblies.
- Coordinate essential documentation in preparation for Ofsted inspections, ensuring accuracy and readiness.
- Maintain awareness of the education team's daily schedules through effective use of the office diary and calendar systems.
- Provide flexible assistance and cover across the education team when needed, supporting smooth day-to-day functioning of the school.
- Send correspondence on behalf of the HT and undertake additional tasks as requested to contribute to the successful leadership and running of the school.

## Be a part of the TCW team

- Promote the school ethos and values in all work
- Write a half-termly report reviewing the department's work
- Work with the tech team to ensure events and trainings run smoothly
- Work with equivalent roles in our other schools to cover and support each other as necessary
- Attend meetings and training as required
- Be trained in DSL approved safeguarding and follow all safeguarding policies and procedures to protect our students

## Person Specification:

### Essential:

#### Qualifications

- GCSEs or equivalent in English and Maths (Grade C/4 or above)
- A Levels or Equivalent
- First Aid qualification or willingness to undertake training

#### Experience

- Experience in office management or school administration
- Experience managing facilities or site operations
- Experience providing executive or senior leadership support
- Experience managing contracts, suppliers, or procurement processes
- Experience coordinating compliance or risk assessment tasks

#### Knowledge & Skills

- Strong organisational and multitasking abilities
- Excellent verbal and written communication skills
- Confident in managing schedules, correspondence, and meetings for senior staff
- Proficient with Google Suite
- Understanding of safeguarding and confidentiality protocols
- Ability to coordinate meetings, events, and logistics efficiently
- Basic financial awareness, including budget tracking and purchasing processes
- Ability to embrace change and challenge processes to improve efficiency

#### Personal Attributes

- Reliable, proactive, and solution-focused
- Calm and professional under pressure
- Strong interpersonal and teamwork skills
- High levels of integrity and discretion when handling sensitive information
- Commitment to safeguarding and promoting the welfare of children and young people
- Alignment with the values and ethos of The Complete Works (TCW)
- Share a vision to make a difference to young people's lives and an understanding of the difference this role can make

### Desirable:

#### Experience

- Experience working within an educational or charitable organisation
- Experience working with regulatory frameworks such as Ofsted or Independent School Standards
- Experience of managing an office

#### Knowledge & Skills

- Familiarity with school data systems or SCR
- Awareness of environmental and sustainable working practices
- Awareness of Data Protection

The job description is not an exhaustive list and there may be times when the Headteacher will require certain tasks to be undertaken that may not be listed here. These will always fall within the policies and procedures of TCW. There will always be a discussion between all parties on whether the successful candidate feels they can manage these extra tasks.

### *Extra Information:*

This role is expected to work in the office during term time and an additional 22 specified, out-of-term, office days (10 “whole office” dates TBC in advance of the commencement of the school year, the remaining days to be agreed with the Headteacher and Finance Officer in advance). Annual leave is 20 days per annum (to be taken outside of school term time) plus bank holidays. During periods of school closure, outside of the office days, it is expected that the role will maintain a commitment to fulfilling the responsibilities of their position, working with managers as required or otherwise managing their own time and workload, while remaining fully contactable unless on annual leave. This role may also be entitled to up to 5 days unpaid term-time leave per annum, to be taken in blocks of no more than 2 days at the discretion of the Headteacher.

The working hours are based on 08:00 - 16.30, with a 60-minute lunch break. You will be expected to work outside of these hours and office days as required to fulfil your duties. TCW reserves the right to hold meetings, social events and performances after these hours, which you would be expected to attend. This includes weekly Thursday training sessions, which run 4:30-6.00pm and the TCW showcase. Dates are provided at the beginning of every new academic year.

This role will be directly managed by the Headteacher. Performance reviews will happen at least twice per academic year. It is expected that all successful candidates will follow the policies and procedures of TCW at all times and conduct themselves in a manner that is deemed acceptable and appropriate by the CEO of TCW in accordance with the staff handbook.

This role is based in the East school office and TCW East hubs where it is directly involved in the day-to-day running of the school and office.

This role will be directly managed by the Headteacher with performance reviews happening in line with the appraisal policy.

All members of staff will be required to meet the Ofsted criteria of good and always aim for outstanding as depicted in the Ofsted guidelines. Staff will be required to attend extra, unpaid training if they do not meet the criteria for good.

### **THE POST HOLDER WILL BE SUBJECT TO AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK**

**We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all staff and volunteers to share this commitment.**