

# We Are Hiring FACILITIES COORDINATOR & ASSISTANT TO HEADTEACHER

Creativity

Holistic  
Education

Open-  
Mindedness

Individuality

<b>Responsible To:</b>	Headteacher
<b>Location:</b>	TCW North or South Office and associated hubs
<b>Hours:</b>	Monday - Wednesday - 8.00am - 4.30pm Thursday - 8.00am - 6.00pm Friday - 8.00am - 4.00pm
<b>Salary:</b>	From £27,606.79 per annum

## Role Summary:

This multifaceted role will be responsible for the efficient operation of our facilities in the North or South TCW sites and by acting as a point of contact between the Headteacher and various stakeholders. This role will be responsible for maintaining a secure and well-functioning environment that aligns with The Complete Works' ethos and vision.

## 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.**

### 1. Ensure all of TCW's facilities are running smoothly and effectively

- Be the main key holder for the TCW sites. Oversee the unlocking and locking of TCW buildings and when necessary handle this in person.
- Arrange and oversee repairs and maintenance for relevant TCW sites, including half termly checks to establish any repairs required
- Oversee all visitors to relevant TCW sites, adhering to the visitor policy by ensuring badges are issued, relevant Single Central Record (SCR) information is held, visitors have a workspace where required, etc
- Coordinate the cleaning and waste disposal for relevant TCW sites
- Liaise with Hub leaders to ascertain resources and supplies for relevant TCW sites are kept stocked and replenished in a timely manner
- Ensure monthly meter readings are obtained for utilities at relevant TCW sites and submitted in a timely manner
- Maintain the school asset register, including an audit every half-term
- Oversee IT and printing for relevant TCW sites, ensuring toner is ordered, repairs are booked, etc
- Work with management to ensure that all TCW's facilities and practices are as eco-friendly as possible

### 2. Oversee the smooth running of the office

- Answer the office door and oversee the reception area, including signing in visitors and alerting members of staff to their arrival
- Answer the office phone and transfer calls, take messages, and follow up as required
- Audit the key safe every half term to ensure the key safe contains a copy set of all keys, which are correctly labelled and recorded alongside notification of the key holders.
- Oversee meeting room bookings, ensure any timetabling clashes are rectified, and follow up with the relevant person
- Ensure that office post is correctly stamped and posted out and that all post and parcels received are correctly distributed in a timely manner
- Oversee the distribution and collection of school equipment including computers, phones, and ID badges
- Assisting with the induction process of new staff to the company
- Oversee all taxi bookings, and arrange all courier bookings
- Maintain the functioning of the office including plants, heating/cooling, clocks etc

**3. Ensure all spaces used by TCW are fully compliant with Health and Safety and school expectations**

- a. Report to the Head of Safeguarding and Wellbeing and ensure risk assessments are completed for all facilities within the school
- b. Ensure all site-related health and safety, fire checks, etc certifications are up to date and renewed in a timely manner
- c. Ensure all staff at the relevant TCW sites are aware of works being carried out, including providing updates at weekly team meetings
- d. Ensure all the school sites are fully compliant with the Independent School Standards and Ofsted framework

**4. Support the finance team in managing the school budget and contracts**

- a. Oversee all utilities contracts
- b. Oversee all contracts and works done at relevant TCW sites to ensure they are completed correctly and fully
- c. Support the finance department in developing a contract register and ensuring that all contracts for renewal are reviewed/renewed in a timely manner
- d. Ensure all relevant Finance and HR information is obtained before entering into agreements with any new suppliers/contractors
- e. Support the finance department in ensuring the company Insurance is reviewed and renewed annually, that policies are up-to-date and relevant, and assisting in any claims made
- f. Support the finance department and the Data Protection Lead (DPL) in data protection matters including liaising with the Data Protection Officer to make sure all policies, procedures and training are up to date
- g. Ensure value for money on all items ordered

**5. Assist the Headteacher in their day-to-day duties helping them to be as efficient as possible in managing their workload**

- a. Assist the Headteacher (HT) in all matters as directed including, research, formatting, filing and documenting
- b. Maintain a high level of confidentiality, handling sensitive information with discretion and integrity
- c. Provide comprehensive administrative assistance to the HT, managing their schedule, appointments, and communications
- d. Effectively coordinate and prioritise the HT calendar, ensuring efficient time management and alignment with school priorities
- e. Handle phone calls for the HT filtering out non-relevant calls
- f. Prepare agendas, materials, and documentation for meetings attended by the HT
- g. Attending meetings on behalf of the HT and report back
- h. Take and distribute minutes of meetings and follow up on action items, ensuring effective communication and accountability as required
- i. Supporting the HT and creative coordinator in the creation and delivery of school assemblies
- j. Managing email group lists and delivery issues
- k. Adminstrating whole school events (including for weekly training sessions)
- l. Completing tasks, travelling to different locations, and buying necessary items as needed
- m. Ensuring the smooth operations in the school, supporting work colleagues where possible, and assisting or covering in other departments when requested to by HT
- n. Overseeing the collation of essential documents in preparation for an Ofsted inspection
- o. Having an understanding of the office diary and where all members of the education team are during the course of the day
- p. Sending emails and other correspondence on behalf of the HT
- q. Other ad hoc duties as required from time to time for the smooth running of the school

**6. Be a part of the TCW team**

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



## Person Specification:

### Essential:

- Share a vision to make a difference to young people's lives and an understanding of the difference this role can make
- Experience in working towards tight deadlines, highly developed organisational skills, administrative tasks
- Knowledge of understanding PA duties, taking notes, diary management and drafting communications on your manager's behalf
- The ability to work alongside SLT to deliver a unified message positively
- Strong customer service skills
- Strong problem solving skills
- Some experience of Data Protection matters
- Creative and dynamic with high levels of attention to detail
- Ability to work alone and with initiative
- Excellent organisational and planning skills and ability to multitask
- Adaptable and flexible approach to work
- Willing to embrace change and challenge processes to improve efficiency
- Able to manage workloads and prioritise efficiently when needed
- A team player who is able to develop effective relationships with the team and work in partnership with others
- Excellent numeracy, written English and verbal communications skills.
- Strong administration skills
- Good I.T. knowledge of using Microsoft Office packages, Gmail, Google Drive, etc
- Excellent telephone manner
- Personable, professional and courteous in manner
- A friendly, positive and proactive attitude to work
- Able to manage stressful environments
- Able to be discreet and loyal, and handle confidential material professionally

### Desirable:

- Experience working in a school, charity or creative workplace
- Experience of managing an office
- Knowledge of safeguarding matters

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 once a term. 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 will be directly managed by the Headteacher with performance reviews happening in line with the appraisal policy.

It is expected that the successful candidate 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 and Headteacher of TCW in accordance with the staff handbook.

This role is based in the school office and TCW hubs where it is directly involved in the day-to-day running of the school and office. To this end it is expected that this role is (under normal circumstances) an in-person role.

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.**