



JOB DESCRIPTION

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| JOB TITLE | Estates Helpdesk Administrator |
| DEPARTMENT/SECTION | Estates |
| LINE MANAGER | Estates Manager |
| SAFEGUARDING: <i>Forest School is committed to safeguarding and promoting the welfare of children.</i> The postholder will be required to; <ul style="list-style-type: none">• Complete an Enhanced Disclosure and Barring Check (DBS).• Complete Child Protection Training.• Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact. | |
| JOB SUMMARY: As the Maintenance Helpdesk Administrator, you will provide an effective helpdesk service that delivers a high level of customer satisfaction to all staff across the school. | |
| KEY DUTIES AND RESPONSIBILITIES: <ul style="list-style-type: none">• Allocate Estates requests that need the attention of maintenance, portering or grounds staff• Administer the helpdesk logging system to record, allocate and prioritise job requests in conjunction with the Estates Manager• Monitor the progression of job requests; provide feedback regarding job requests and provide an administrative and clerical support service to the Estates staff• Check and ensure that works are completed and review the site regularly to identify where works may be required | |

LM 04.02.22

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ADDITIONAL RESPONSIBILITIES

- Stock control maintenance
- Inventories for properties
- Co-ordinate Risk Assessments for works being carried out
- Meet requirements for Contractors working on the School site
- Maintain and update Contractors contracts
- Maintain records of works carried out
- Maintain records and guarantees for equipment
- Assisting the Estates Manager with the department budget
- Liaise with third party contractors for warranty issues/registration, service calls and appointments
- Maintain and manage records of annual services of equipment due
- Source and purchase equipment and materials
- Other support as required from time to time as a member of the Estates team

TERMS OF EMPLOYMENT:

Hours of Work: 08:00-17:00 (Monday to Friday)

Lunch: One Hour for lunch which is unpaid

Required attendance: In addition, and as part of contracted hours you will be required to attend Open Day, Information and Welcome Mornings, Entrance Examinations and Commemoration Day (All Saturdays) as well as some evening events.

Holidays: 30 days to be taken during Forest School Holidays (plus three additional days over the Christmas period)

FOREST SCHOOL'S POLICY AND PROCEDURE

The postholder is required to actively follow and abide by all Forest School policies and procedures including Equal Opportunities, Safer Recruitment and Child Protection, and will maintain an awareness and observation of Fire and Health & Safety Regulations

If during the course of time the duties and responsibilities should change, the job description will be reviewed and amended in consultation with the postholder.

The postholder will carry out any other duties as are within the scope, spirit and purpose of this job description as requested by the relevant Line Manager.

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