

## JOB DESCRIPTION

<b>Post Title</b>	<b>Service Coordination Manager</b>
<b>Salary Scale / Grade</b>	<b>Scale 6</b>
<b>Hours/Weeks Per Year</b>	<b>Full Time</b>
<b>Primary Work base (If specified)</b>	<b>IWEF - Carisbrooke College, Medina College &amp; The Island VI Form</b>
<b>Responsible to</b>	<b>Director of Facilities &amp; ICT</b>
<b>Responsible for</b>	<b>IWEF Helpdesk Team</b>

### Job purpose:

Under the direction of the Director of Facilities and ICT, oversee the efficient operation of the helpdesk team to ensure effective service delivery against Service Level Agreements both within and beyond the Federation, whilst ensuring legal compliance through the monitoring of statutory maintenance requirements and procurement of external services.

### Facilities and ICT Support:

- Line management responsibility for the Helpdesk Team
- Assist in the development of detailed documentation through audits of condition
- Assist in the identification of appropriate maintenance and replacement schedules
- Assist in the development of short, medium and long-term development planning
- Assist in monitoring service delivery against key performance criteria
- Assist in the planning and delivery of disaster recovery scenarios
- Lead on project management and where necessary procurement processes
- Assist in contractor and supplier liaison and monitoring to ensure timely delivery of on-going projects
- Oversee that statutory returns are submitted by relevant team members
- Monitoring of service level agreement performance within federation and associated external sites

### Grounds Maintenance Support:

- Inspect and report on the condition of grounds, external facilities & play areas
- Liaise with contractors to provide remedial works wherever required
- Research and advise on grounds development, landscaping & external facilities design
- Assist in project management and delivery of non-routine maintenance where required

### Health & Safety and Legal Compliance:

- Actively monitor Federation, LA and legal Compliance in relation to Facilities and ICT responsibilities through internal audit and inspections
- Liaise with contractors for statutory maintenance and testing
- Assist in the development of relevant health and safety procedures and ensure that all efforts are made to raise awareness of appropriate practice through liaising with relevant staff across the Federation
- Assist on the development and update of associated federation documentation on each site
- Awareness of your responsibility for your own personal health, safety and welfare
- Awareness of your responsibility for the health, safety and welfare of others who may be affected by your actions or inactions

### Strategy and Planning:

- Liaise with external agencies as appropriate through correspondence and attendance at meetings.
- Keep up to date with national and local requirements and initiatives, and provide advice to the Director of Facilities & ICT and senior leaders.
- Maintain an overview of the capabilities of the Federations Facilities and ICT support provision and contribute to continuous improvement.

- Support the Director of Facilities and ICT to establish a three-year planning cycle for major developments in the Federations ICT provision and assist in project-management of implementation.

**Communication Skills:**

- Negotiate with suppliers
- Negotiate specifications and requirements with contractors
- Prepare proposed and established procedures

**Budget Management:**

- Assist in the preparation of reports for Governors on budget requirements, and monitor expenditure
- Assist in ensuring that one-year facilities development plan costs are accurately detailed
- Assist in ensuring that the three-year development plan costs are identified appropriately
- Assist in the procurement of facilities and H&S related products and services

**Personal Competencies and Support for Teaching & Learning:**

- Provide and/or facilitate training for staff
- Actively seek to maintain and extend your own expertise in appropriate areas
- Develop your own expertise in specific user areas, as agreed, to provide advice and support

**Other responsibilities:**

- To follow and support college policies reflecting the college's commitment to high achievement and effective teaching and learning.
- To contribute to the maintenance of the college's ethos by expecting high standards from all of the students in both lessons and social times, and modelling these high standards personally.
- To ensure all duties and responsibilities are discharged in accordance with the college's health and safety at work policy.
- To promote and safeguard the welfare of children and young people you are responsible for or come into contact with.
- To undertake any other reasonable tasks as directed by the Headteacher.

## PERSON SPECIFICATION

QUALIFICATIONS AND TRAINING	Essential	Desirable	How Tested A – Application I – Interview T - Test
GCSEs in English and Mathematics or equivalent	✓		A
NVQ level 3 or equivalent	✓		A
Industry standard certification such as CCNA, Apple certification or equivalent		✓	A
Certification of competence in one or more Facilities or ICT disciplines		✓	A
<b>EXPERIENCE</b>			
A range of experience in relation to the successful line management of a team	✓		A, I
Experience of planning and implementing project related works	✓		A, I
Significant experience and success working within a service delivery environment	✓		A, I
Considerable experience working with plans and technical specifications	✓		A, I
Experience in the design and delivery of in-house and on-the-job training	✓		A, I
Experience of working in an educational setting		✓	A, I
<b>KNOWLEDGE AND UNDERSTANDING</b>			
Detailed Facilities and ICT specific knowledge of health, safety and security	✓		A, I
Detailed knowledge of relevant suppliers, services and contractors (and the willingness to keep such knowledge up-to-date)	✓		A, I
Detailed understanding of how service delivery can improve the quality of teaching and learning	✓		A, I
Up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people	✓		A, I
Understanding and experience of the main safeguarding principles		✓	A, I
<b>SKILLS AND ABILITIES</b>			
Good interpersonal, verbal and written communication skills with adults and children alike in a variety of settings	✓		A, I
Ability to prioritise, coordinate and organise work under pressure	✓		A, I
Ability to work flexibly, on own initiative and self-manage to achieve objectives	✓		A, I
Work constructively as part of a team, understanding roles and responsibilities and your own position within these	✓		A, I
Experience of working with complex spreadsheets	✓		A, I
<b>PERSONAL QUALITIES AND ATTITUDES</b>			
Ability to maintain professional relationships, acting as role model to students	✓		I
Ability to be discreet and professional at all times, ensuring confidentiality is upheld	✓		I
Willingness to participate in further training and developmental opportunities to further knowledge	✓		I

### Review:

This job description is subject to annual review and / or change at other times in response to identified needs. It is expected that the post holder will undertake additional duties, as required, and in agreement with their line manager, to operate in a flexible environment.