

# Job Description

<b>Job title:</b>	<b>Site Services Manager</b>		
<b>Location:</b>	<b>Kerith Centre /Other Kerith Buildings</b>		
<b>Hours of work:</b>	<b>09.00–17.00 Monday – Friday (additional hours as and when required including weekends and evenings). A certain degree of flexibility is required for this role.</b>		
<b>Department:</b>	<b>Operations</b>		
<b>Reporting to:</b>	<b>Operations Director</b>		
<b>Salary Band:</b>	<b>Management</b>	<b>Salary:</b>	<b>Up to £25,000 Dependent on experience</b>

<b>Job purpose</b>
<ul style="list-style-type: none"> <li>• Oversee the maintenance, IT provision, cleaning and upkeep of all buildings and grounds in the Kerith Estate to a high standard.</li> <li>• Ensure all rooms and public areas are correctly prepared and maintained by the Site Services team for meetings, ministry use and events.</li> <li>• Attend other sites when required and identify routine maintenance, liaising with on-site landlords where appropriate.</li> <li>• Be a visible point of contact for all site service requests from staff and Kerith visitors.</li> <li>• Respond quickly and efficiently to all requests of Kerith Site Services.</li> <li>• Line management of the Caretaker, Weekend Site Services Assistant and contract cleaner.</li> <li>• Build and maintain a network of volunteers to assist in the facilitating of cleaning, maintenance and grounds duties across the Estate.</li> <li>• Take a hands-on approach and lead by example in all areas of maintaining the Kerith Estate.</li> </ul>
<b>Main duties</b>
<p><b>Building Maintenance</b></p> <ul style="list-style-type: none"> <li>• Manage all building maintenance issues and progressive repairs/servicing of all equipment.</li> <li>• In conjunction with the Operations Director, prepare a yearly PPM plan for presentation to the Trustees, work to the existing plan ensuring all statutory inspection and servicing is carried out at the correct times and required paperwork is in place and available for review.</li> <li>• In conjunction with Ministry Leads, plan a schedule for internal decoration of each building to ensure a standard of excellence for our visitors and ministry users at all times.</li> <li>• Liaise with, manage and supervise all external contractors and engineers when on site ensuring they adhere to the policies set out in the “Contractor Handbook”.</li> </ul>

**Cleaning**

- Ensure all public areas and office spaces of the Kerith buildings are cleaned and serviced to a high standard on a daily basis. Identify any furniture and soft furnishings that are damaged or unfit for purpose and prepare costed proposals for suitable replacement.

**IT Provision**

- Liaise with and manage associated contractors to ensure the Kerith IT infrastructure is maintained.
- Be responsible for engineer call outs for server & photocopier faults.
- Ensure printer cartridge stocks and supplies are kept well maintained.
- Create new user accounts, source replacement equipment and assist in on site troubleshooting.

**Estate Security**

- Ensure the security of the Kerith Estate is maintained at all times through management of ADT contracts, ensuring that we meet legal and insurance obligations through regular service and inspection of fire detection and protection equipment and intruder alarm systems.
- Ensure all buildings are secured outside of office hours and during close down periods.
- Act as Fire Marshall for the Estate providing training to volunteer teams where necessary.
- Manage weekly checks of the emergency lighting and fire alarm system as well as annual fire drills across each Ministry and building.

**Grounds**

- Ensure the grounds of the Kerith Estate are well maintained, clear of litter and suitably stocked at all times.

**Events and Conferences**

- In conjunction with the Production Manager, oversee the preparation and management of the buildings and facilities for all conferences and events ensuring all facilities are at a level of excellence for our visitors, rooms are correctly prepared and suitably equipped, supplies are ordered and in the correct locations and fire marshalls/first aiders are in place.

**Ministry Set Ups**

- Ensure all rooms and public areas are well equipped, maintained and set up for use. Liaise with Ministry Leads when issues arise following use, assisting them in identifying where the problem occurred and providing solutions to ensure it isn't repeated.

**Sundays/Baptisms**

- Ensure all areas of the Estate are prepared to a high standard ready for Sunday meetings, including the set up and clear down of the baptism pool when required across each site.

**Ordering of goods**

- Order all consumables, disposables and sundries on a weekly basis ensuring, through the Caretaker and volunteer teams, that goods are booked in checked off and stored appropriately in a timely manner.

- In conjunction with the Reception team and Caretaker ensure all ministry sundries requests are distributed where required.

#### **Daily and weekly tasks**

- Ensure all grounds including car parks and pathways are kept clear of litter on a daily basis, all bins are emptied and cleaned daily and all waste disposed of correctly.
- Carry out (or delegate) the daily site walk around and complete daily checklist ensuring all areas are clean, tidy and secure, noting any maintenance issues and faulty light bulbs that need addressing/changing.

#### **Health, Safety and Environment**

- Have a clear understanding and take an active role in achieving the aims set out in the Kerith Health and Safety Policy and Manual.
- In conjunction with the Operations Director, actively work towards promoting energy efficiency and reducing the Kerith Centre's impact on the environment.
- Identify any potential H&S risks and take necessary measures to rectify either in house or through a nominated contractor.

#### **Planned Preventative Maintenance**

- Assist the Operations Director in identifying a long term strategy for the future proofing of the fabric of our buildings and contents by producing reasoned evidence for investment plans for on-going maintenance and servicing of our facilities.
- Work with the Operations Director to ensure these plans, once agreed are implemented effectively and meet the objectives set out in the PPM Policy.

#### **Other duties**

- Actively seek to find ways to improve site services and reduce costs.
- Work within the parameters set in the Site Services budget and manage the budget where delegated.
- Co-ordinate and form part of the emergency call out team in the event of an intruder or fire alarm activation outside of office hours.
- Carry out any other task reasonably requested in the scope of your role by Management.

# Person specification

It is an occupational requirement that the post-holder is a person professing and practising the Christian faith.

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• Foundation award in H&amp;S</li> <li>• Fire Marshall trained</li> <li>• Basic qualification in plumbing/electrical/carpentry</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in site management &amp; supervision, H&amp;S and general maintenance as well as managing a small team</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supervising buildings &amp; staff in a church multisite environment.</li> <li>• Experience of building volunteer teams</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good understanding of building functions e.g. gas, water electricity and site workings</li> <li>• Knowledge of basic IT systems, servers, user accounts and how they work</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of general repairs, DIY and maintenance</li> <li>• Basic IT knowledge of servers, user accounts and how they work</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Basic DIY, maintenance, ground work</li> <li>• Ability to deal with all types of people and problems at all levels</li> <li>• Delegation skills</li> <li>• Problem solver</li> </ul>	<ul style="list-style-type: none"> <li>• H&amp;S implementation</li> <li>• Diplomacy</li> <li>• Discernment</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>• Friendly and helpful, willing to assist in all areas and achieve positive outcomes.</li> <li>• Patient and grace filled</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible and understanding to constantly changing situations</li> </ul>