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Post:	Site Support Worker		
Last Version Date:	N/A		
Version No:	1	Version Effective Date:	

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**Position:** Site Support Worker

**Hours:** As per contract (Hours of work may change from time and time and flexibility is an expressed term of this role to meet the needs of the site/service)

**Overtime:** You may be required to work overtime on occasions  
Hours exceeding contracted hours are paid at normal hourly rate  
Bank Holiday hours worked are at time and a half

**Salary:** £7.70 per hour (This includes unsociable hours/shift allowance/nights & weekend working)

**Reports to:** Building Manager

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### **Summary of Purpose**

To provide a holistic site support service to your specified site/s, including cleaning, minor maintenance, landscaping, litter picking, decorating, furniture moving and general building duties as and when required, within set limitations.

Develop routines to ensure excellent standards of cleanliness and hygiene are achieved, paying particularly attention to areas used by children or vulnerable service users.

Ensure site and grounds are secure at all times, providing support to reception/front line staff as required in relation to outbreaks of disorder, damage or theft.

To react to requests for assistance during contracted hours and to act as the first point of call in an emergency, concerning the security or maintenance of the site.

Liaise with the Building Manager in relation to legal and Health & Safety requirements to ensure that these are met and adequate records kept.

Liaise with the Building Manager and Head of Estates in relation to maintenance works that cannot be completed in-house.


This post may require weekend, nights and Bank Holiday working.

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### **Main Duties/Responsibilities**

#### **Site Specific Duties**

- Carry out site specific duties as instructed by the Building Manager. This may include opening up or locking down the site (ensuring sites are fully secure and the alarm system is set) or providing reception desk cover.


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### General

- Undertake cleaning duties as instructed by Building Manager, to include vacuuming, dusting, polishing, mopping floors, polishing/buffing floors, wiping skirting boards/doors, emptying bins, cleaning all surfaces/appliances/cupboards/crockery, toilets and windows, as required.
- Undertake deep cleans as required.
- Ensure that all cleaning, maintenance and landscaping equipment/supplies are safe to use, and are used appropriately
- Undertake repairs and minor maintenance jobs on site as and when required & report effectively to the Building Manager
- Undertake indoor and outdoor painting and decorating tasks as required
- Undertake landscaping (to include season specific tasks such as grass cutting, maintaining flower beds in summer and rock salting in winter) and litter picking to ensure that the site is effectively maintained
- Assist the site with office moves and any other general duties as and when required.
- Request/re-order appropriate materials/cleaning material for specific tasks via the Building Manager
- Monitor and record any disturbances / vandalism and report any severe damage immediately and seek necessary back up.
- Undertake basic administration duties in relation to your role as requested by the Building Manager
- Complete room setups and office/furniture moves as requested
- Ensure all Health & Safety notices are adequately displayed on site
- Ensure you follow all Health & Safety procedures (including COSHH) and understand all Risk Assessments for the post
- Conduct weekly fire alarm and fire extinguisher checks and record these in the building file
- Conduct monthly emergency light and water temperature checks and record these in the building file
- Wear all appropriate Personal Protective Equipment provided at all times and report any faults in such PPE to the Building Manager
- Work with the Building Manager to develop and maintain effective Risk Assessments and ensure they are monitored/updated and reviewed.
- Be willing to undertake appropriate training for the post
- Be flexible, trustworthy, honest and reliable
- Be smart, polite & professional at all times
- Carry out other duties which may, from time to time, be requested by the Building Manager
- Provide cover for other sites as and when required
- Willingness to work bank holidays/unsociable hours and late nights

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### General

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The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

The post holder must be flexible to ensure the operational needs of GDT and partnership organisations are met. This includes undertaking duties of a similar nature and responsibility as and when required.

GDT is committed to safeguarding and promoting the welfare of every child, vulnerable adult and service user and expects all staff and volunteers to share this commitment and participate in training as required. The post holder shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination and will be expected to promote and follow all current Goodwin Development Trust policies and procedures.

It is GDT's policy that all staff, volunteers and trustees must undergo a Criminal Record Bureau (CRB) check prior to recruitment and every 3 years thereafter.


The Health & Safety at Work Act (1974) and other legislation places responsibilities for Health & Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health and Welfare of him/herself and other employees in accordance with legislation and GDT specific Health & Safety policies and procedures. It is the responsibility of the individual to inform the Health & Safety Department and their line manager (In Strictest Confidence) of any health related issues which could affect their work duties and require measures to be implemented to ensure the postholder can carry out their duties safely.

Where the post holder is disabled every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If however, a certain task proves to be achievable then job redesign will be given full consideration.

It is the responsibility of the individual to inform the Health & Safety Department (In Strictest Confidence) of their medical history and any changes which could affect their work duties.


### **Person Specification**

<b>Technical Competencies (Experience and Knowledge)</b> (Please also include here qualifications required to carry out the role)		<b>Essential (E) or Desirable (D)</b>
T1	Committed to flexible working hours that may include evening, weekend and bank holidays	E


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T2	Good communication skills both written and verbally	E
T3	Ability to keep accurate records for legislative purposes and health and safety requirements.	E
T4	Good standard of cleaning	E
T5	Ability to carry out minor repair/maintenance and landscaping duties	E
T6	An understanding of Health & Safety issues regarding the tasks required of the postholder which include an understanding of COSHH, manual handling & risk assessments, or a willingness to train	E
T7	Willingness to undertake relevant training	E
T8	Understand the requirement to work unaccompanied as and when necessary	E
T9	Flexible “can do” approach.	E
T10	Reliable, honest and trustworthy	E
T11	Ability to work with minimum supervision	E
T11	Good all round general education	E
T12	Hold a full clean driving license	D
T13	Health & Safety qualification	D
T14	Familiar with Alarm Systems/Lock down procedures	D
T15	SIA Qualification	D
T16	Knowledge of CCTV	D

**Mandatory Training Relevant to the Role (Training will be provided)**

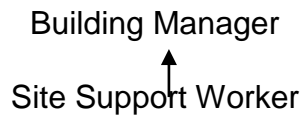
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<b>Training</b>	<b>Essential</b>	<b>Desirable</b>	<b>N/A</b>
Administration & Management of Medicines			
Breastfeeding Awareness (1 hour or 18 hour)			
Case Management Training (RBL)			
Conflict Management (Managing Aggression & Violence)	X		
Customer Services Training		X	
Data Protection and Information Sharing			
Domestic Violence Awareness			
Domestic Violence Routine Enquiry			
Drugs & Alcohol Awareness			
Equality & Diversity Awareness		X	
Estart Training			
Explore the Impact of Child Sexual Abuse			
Explore the Impact of Neglect			
Family Star Training			
Fire Safety Awareness / Fire Marshal Training	X		
First Aid at Work (3 days)			
First Aid at Work – Emergency (1 day)	X		
First Aid - Paediatric			
Food Hygiene Level 2			
Health & Safety Awareness	X		
Health & Safety at Work Level 2		X	
Health & Safety at Work Level 3			
Health & Safety COSHH	X		
Health & Safety IOSH Directing Safely			
Health & Safety IOSH Managing Safety			
Henry Training			
Induction to Care			
Infection Control			
Internal Verifier			
ITQ Level 1 (IT Qualification)		X	
ITQ Level 2 (IT Qualification)			
Manual Handling	X		
Moving and Handling (Danny's Dream)			
Medication Awareness			
Mental Capacity Act			
Mental Health First Aid		X	
Performance Review Training			
Reviewer Training			
Risk Assessment Training		X	
Safeguarding Adults	X		
Safeguarding Children Level 1		X	
Safeguarding Children Level 2			
Safeguarding Co-ordinator NSPCC			
Safer Recruiting			
Step Stools			
Supervision Training			

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Systematic Practice			
Threshold Training			
Train the Trainer			
Working with Parents			

**Department Structure**



**Review Arrangements:**

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the job description will be revised from time to time and GDT will consult with the post holder at the appropriate time.

Version No:		Version Effective Date:	
Name employee:			
Signature:		Date:	
HR Department:			
Signature:		Date:	