Transforming Lives
EDUCATIONAL TRUST

TLET Central

Senior Site Service Officer

Houlton School

Job Description and Person Specification

Welcome from the CEO

Thank you for expressing an interest in working for TLET. This recruitment pack sets out to give you an idea of what it is like to be part of the TLET family – as a leader, teacher, support staff, or a member of our central team – each of our employees has a vital role to play across our organisation.

Our commitment to staff is rooted in my understanding of what it's like to be a member of staff in a school environment. I may be Chief Executive now, but I started my career as a teacher and so I really do understand what the pressures are like for staff. We hold that at the centre of the decisions we make in looking after our employees on a day-to-day basis.

Our ambition for our staff is very simple, it is that we want them to be the very best they can be because that's what the children in our schools need and deserve. That's about us supporting our colleagues to nurture their potential, inspire a sense of community and help them to deliver excellence.

We do this in a variety of ways, including supporting your career in education, promoting your wellbeing and offering a range of employee benefits to enable you to feel fulfilled in your role.

Ultimately it matters to us that everyone who works for TLET feels a sense of belonging and fulfilment in their role.

We hope that you will be inspired to apply for one of our current positions and look forward to meeting you soon.



Helen Stevenson
Chief Executive Officer

About the Role

Thank you for your interest in the position of Senior Site Service Officer at TLET.

This pack has been designed to help you should you choose to submit an application to us, which we sincerely hope you do. The pack aims to answer all your initial questions, but if not, please do not hesitate to contact us. It is extremely important to us that you feel comfortable and confident enough to proceed with your application, as we aim to make the very best appointment possible.

So, who are we looking for?

TLET is recruiting a Senior Site Service Officer to support our central facilities team.

In this role you will provide a service to our Schools which will involve minor maintenance duties, liaising with contractors, line management responsibilities for cleaning and site team staff, and contributing to the smooth operation of the wider site team function within Transforming Lives Educational Trust and their school sites ensuring the school is fit for purpose, safe and compliant for those that access it.

The post is very rewarding and is suited to someone who has previous maintenance experience, ideally within the education sector and is looking for progression in a management role. We are entering an exciting period at Houlton School with the addition of a newly built primary joining us on site from Sept 2026. This role will oversee both sites and will be integral to the opening of the new building and it's operation going forward.

The Transforming Lives Educational Trust is growing and there is great opportunity for progression. If you are a passionate individual with knowledge and experience of leadership, please apply now to be considered for an interview.

About the Estates department at TLET

The Estates department at TLET is made up of a centrally located Facilities Officer, and school based Senior Site Service Officers, and Site Service Officers. The Estates department is part of the Operations Department, which is made up of HR, and IT and is headed up by the Director of Operations.

Why work for TLET?

- You'll be working within a community of passionate, committed colleagues who genuinely support each other
- A staff wellbeing team implements various strategies to boost staff engagement including various activities, events, conferences, and many other staff benefits

- Excellent opportunities to develop and grow in the successful and expanding Transforming Lives Educational Trust, a growing Multi-academy Trust based within the local community

What next?

We want to hear from you if you are as excited as we are about this fresh opportunity within our successful and growing Trust. In return, we can offer the right candidate the chance to work within our innovative and forward-thinking Trust as well as offering excellent professional development and progression.

We encourage you to consider the information in this pack carefully and use it to picture yourself within the role at Houlton. Should you wish to discuss any element of the pack in more detail, please don't hesitate to contact us. We look forward to receiving your application, details on how to apply can be found below.

Job Description

Academy/College:	Houlton School
Job Title:	Senior Site Service Officer
Contract:	Support Staff Terms and Conditions Monday – Friday 8am-4pm Full Time, all year round.
Salary:	NJC12 to NJC17 £29,542.00 to £32,046.00 FTE
Responsible to:	Trust Facilities Officer
Key relationships/Liaison with:	Trust Facilities Officer Principal Site Service Officers Cleaning Teams
Job purpose:	The role is to provide caretaking, cleaning, porterage, routine building maintenance and security, ensuring high standards of cleanliness, operational effectiveness and compliance with health and safety requirements.

MAIN ROLE AND RESPONSIBILITIES:

Security:

- To be the one of the main key holders for the school site
- Unlock and lock the school site, which will include the unsetting and setting of alarms
- Carry out daily walk rounds to ensure the site is safe and secure before opening hours
- Responding to out of hours call outs
- Make changes to and monitor access control systems throughout site

Maintenance and site management:

- To undertake minor building repairs and maintenance work such as;
  - Carpentry - fitting white boards and notice boards, replacing door and window furniture, repairing damaged areas around the school site
  - Plumbing – Repair of leaking taps and pipes, fitting of toilet fixtures, clearing of blocked drains, channels and toilets

    - General – Minor plaster repairs, minor flooring repairs, painting and decorating, graffiti removal, replacement of fixtures and fittings such as locks, assembly/repair of furniture and shelf fitting, fence and path repairs, temporary glazing repairs
- Minor grounds maintenance – trimming hedges and trees, removing site debris, collecting broken glass and clearing leaves and litter from gullies
- Operate heating plant to maintain certain temperatures and ensure adequate supply of hot water available
- To clean light fittings replacing where necessary minor parts such as tubes, bulbs, fuses, starters and diffusers, in accordance with safe working practices
- To be responsible for ensuring clear and safe pedestrian access to the school particularly in adverse weather conditions (e.g. snow clearing, gritting)
- To organise usage of the school minibus ensuring school minibuses are fuelled up, maintained, clean and safe to drive
- Manage the booking and management of the school's main hall, including organising the setting up for events internally and externally
- Act reactively to any site emergencies, equipment faults or maintenance issues and report them to the Facilities Officer
- To monitor stock levels of consumable items such as grit, light bulbs/tubes, repair materials and tools and arrange to replenish supplies in accordance with current procedures
- Flexible to allow for the covering of shifts in time of staff absence or school events
- Liaise with contractors for quoting and repair purposes, ensuring good end delivery

Health and Safety:

- Assist with emergency procedures, such as fire evacuation, lock down and first aid emergencies
- Ensure contractors are properly inducted to site
- Ensure working areas are kept tidy and safe
- Carry out weekly testing procedures in line with compliance and ensure any faults are actioned
- To be on hand for school lettings and events outside of the school day
- To test alarm systems weekly
- Undertake risk assessments, DSE assessments and COSHH procedures as appropriate and to take an active role in the delivery of good health and safety procedures

Cleaning:

- To arrange to clear blockages, remove foreign matter from sinks, toilets, drains, and clean up spillages as required
- To dispose of waste material in a safe, hygienic manner ensuring that it is available for collection as required
- Ensure the emptying of external bins, collection of recycling, removal of graffiti and cleaning the school minibus
- Responsibility for replacement of paper towels, toilet rolls and soap in toilets and teaching areas e.g. Technology, Science, and the Art department
- To control the provision of cleaning items including requisition, storage and distribution of such items
- Ensure site is tidy and presentable at all times, this will include

- Tidying of rooms and emptying of bins following after school activities and lettings
- Regular litter picking to maintain a tidy and presentable school site
- Removal of spillages and resultant stains from floors and other surfaces
- Carrying out regular audits to ensure a high cleaning standard is maintained

People management:
Manage the Ashlawn School cleaning team and the Site Service team, this will include;

- Induction of new starters
- Carrying out performance reviews with staff, identifying training needs and supporting staff development
- Delegate and assign jobs where appropriate, ensuring best quality is delivered and safe working practices are followed
- Enthuse a dynamic and reactive site team
- Manage and update calendars detailing works booked in as well as events in the school calendar to enable site teams to set up spaces where necessary
- Being involved with relevant HR processes such as recruitment, return to works, absence management, personnel meetings etc
- Establish effective working relationships and communicate with other agencies/professionals on site

General duties:

- To provide assistance and be the first point of contact with any letting's groups on the school sites
- Provide assistance with general enquiries relating to the site
- May be required to drive the school minibus
- To set out rooms to school requirements, including exams and lettings
- Receipt of and checking of deliveries and distribution of deliveries to relevant locations
- Any other site support duties that are in line with the job purpose and grade
- To carry out the above functions across all sites within Transforming Lives Educational Trust as and when required

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children and young people and to be committed to promoting diversity and inclusion.

This job description sets out the duties and responsibilities of the post at the time it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Person Specification

Job Title: Senior Site Service Officer
Responsible to: Trust Facilities Officer

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all staff, children and young people and to be committed to promoting diversity and inclusion.

Specification	Essential	Desirable
Qualifications/ Training	• Maths & English GCSE (or equivalent) grade 4 or above • A good working knowledge of computer software packages including Microsoft Word, Excel and Outlook	• Health and Safety Training
Experience	• Experience of working in a site security role, maintenance environment or a background in industry e.g. carpentry, plumbing or similar	• Experience of managing a team • Experience in a school setting
Knowledge/Skills (Ability to)	• Good level of written communication and interpersonal skills • Attention to detail • Ability to manage and promote good behaviour in others • Ability to carry out minor repairs, maintenance works • Use of initiative • Good time management and ability to prioritise • Ability to work independently and as part of a team • To establish good working relationships at all levels	
Personal Qualities	• Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and	

	encouraging others and achieving expectations • Communicates effectively and is approachable • Reliable, flexible and trustworthy • Is committed to the continuous development of self and others by encouraging new ideas and seeking new opportunities	

How to Visit and Apply

Please read the information in this pack. If you are interested in this job opportunity, please apply by downloading the application form from our website (www.tlet.org.uk). Completed application forms should be emailed to careers@tlet.org.uk or posted to:

HR Department (Careers)
c/o Houlton School
Signal Drive
Houlton
Rugby
Warwickshire
CV23 1ED

If you have any questions about the role or would like to visit Transforming Lives Educational Trust or one of our Academies, please don't hesitate to contact us by emailing careers@tlet.org.uk or selecting option 1 on our telephone menu – 01788 593900.

If you decide to apply, you should include a supporting statement with your application form (either within the application or as a covering letter) on no more than two sides of A4, giving your reasons for applying for the post, addressing information you have read in the pack and particularly the person specification, and outline any relevant experience and personal qualities you would bring to the Trust.

Please do not send a general letter; we are really looking for someone who is prepared to respond to us as an individual Trust. You can be sure that we will take time and care in reading your letter; we appreciate how much time and energy goes into writing it.

Recruitment Timeline

- **Position advertised:** 12 November 2026
- **Closing date:** 27 November 2026 (9am)
- **Final shortlisting:** 27 November 2026
- **Final panel process:** 30 November 2026