



Estates Officer

Job Description

Faculty / Department:	Property, Facilities & Estates		
Campus:			
Responsible to:	Estates Supervisor		
Responsible for:	N/A		
Grade:	Salary: £23,836 per annum (Grade 2, SCP 7)		Hours: Full time, 37 hours per week, Permanent (1.0 FTE)

Role Summary:

To support the Head of Property and Facilities in the effective maintenance and development of the college premises such that the facilities and overall environment fully support the overall aims and visions of the College. To provide effective 'hands-on' support to the overall planned preventative maintenance plan. To undertake the daily allocation of reactive maintenance works and portage tasks to ensure that the outcome is a safe and secure place for work and learning. To comply fully with health and safety legislation.

Main Duties and Responsibilities:

Work Processes and results

- Open and close the premises, ensuring when locking up, that all lights and electrical appliances are switched off, windows are closed and alarms are successfully set when closing the campus. This includes the set up moving of furniture, for events and functions such as open evenings, exams and all commercial events held by the college or affiliated organisations. You will need to be flexible in your hours of work. This may include occasional weekends and additional evenings when required.
- Remove refuse waste from buildings and to safely deposit it in designated waste management units on a daily basis. To include confidential waste disposal ensuring that sensitive and confidential information is destroyed in line with current guideline within GDPR and College policy.
- Carry out routine inspections of sites and buildings, plant and equipment, inclusive of morning checks on boilers/BMS systems, weekly fire alarm / emergency lighting checks and to compile legionella record keeping reports.
- Maintain preventative maintenance schedules, reporting any defects and immediately

drawing attention to any emergency/health and safety matters, as appropriate.

- Carry out routine planned, preventative maintenance, improvement works (type and degree dependent on trade skills) and estates helpdesk requests, across all buildings on all sites, in addition to routine visual inspection checks of all buildings and services, logging any proactive estates works on the Estates Helpdesk.
- To undertake high quality painting and decorating as designated, to ensure the College has the best possible appearance to students, staff and guests.
- Raise orders on the finance system when required.
- Undertake room set outs and returns, following capital projects or any other refurbishment works maintenance repairs and upgrading/improvement work in consultation with the Head of Property, Facilities & Estates.
- To be a designated First Aider and to provide first aid and assistance to persons in need of it, as required. To maintain a valid and up to date first aid qualification as required. Revalidation is required as part of the terms and conditions of employment.
- Keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.
- Emergency response including acting as Fire Marshall in the event of an emergency.
- Assist with the distribution of post from the Royal Mail and all other delivery companies.
- Carry out portage duties in line with the requirements of the business.

Team Work

- Work closely with the other Departments, as well as with partner agencies where required by escorting contractors to places of work.
- Provide tailored services to support specific groups of customers. Ensuring Universal Accessible services are provided to support the needs of vulnerable students.
- Put the students at the heart of everything you do, to ensure the continued success of Stoke on Trent College.

Communication / Documentation

- Communicate effectively across a wide range of audiences.
- Provide the Head of Property and Facilities with up to date information to ensure the department is working to maximum efficiency.
- Capable of dealing sensitively and calmly with a range of difficult or challenging situations which students, customers and staff may present.

Personal Development / Performance

- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

Safeguarding of Children and Vulnerable Adults

- Comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the postholder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the postholder.

This Job Description and Person Specification is accurate as at June 2025. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



PERSON SPECIFICATION

Estates Officer

Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

Criteria Headings	Essential	Evidence d by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Minimum of 4 GCSEs at Grade C or above, or equivalent qualifications, including Maths & English. First aid at work certificate (renewable every 3yrs) or willingness to attain this required qualification. 	<p>A</p> <p>A</p>	<ul style="list-style-type: none"> Electrical qualification to carry out minor works. Trade qualification C&G or NVQ relevant to the position. Experience of working in a property or portage background organisation. Property/ building qualification to recognised trade association C&G or NVQ Level 3 or above. Health and safety qualification in line with the property industry standard. 	<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>
Experience	<ul style="list-style-type: none"> Experience of working within a successful team and complying with best practice. 	A, I	<ul style="list-style-type: none"> Experience of Property maintenance. Estates or property experience. Recent experience of 	<p>A, I</p> <p>A, I</p> <p>A, I</p>

			working in the facilities or building trade, or within a property or hospitality environment.	
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> • Ability to carry out general maintenance. • Ability to work as part of a team to achieve common objectives and as part of the wider College team. • Excellent IT skills and an understanding of reporting using IT systems. • Excellent communication skills, both written and verbal, and ability to adapt style to suit audience. • Polite and professional approach to work. 	<p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p> <p>I</p>	<ul style="list-style-type: none"> • Knowledge and understanding of College policies and procedures. • Ability to support the Estates team to deliver a cost-effective service. • Working knowledge of site safety & compliance. 	<p>I</p> <p>I</p> <p>I</p>
Other	<ul style="list-style-type: none"> • Willingness to undertake CPD and development activities/courses as appropriate to the trade. • Demonstrate a positive approach to equality and diversity and customer service. • Demonstrable ability to take responsibility for your own and others Health and Safety at work. • Flexible and professional approach, and ability to work hours outside of core business hours and at weekends, as and when required. 	<p>I</p> <p>I</p> <p>I</p> <p>I</p>	<ul style="list-style-type: none"> • Demonstrate an understanding of safeguarding and its importance within the college. • Able to work flexibly as part of the wider College team. 	<p>I</p> <p>I</p>



TERMS & CONDITIONS FOR EDUCATION BUSINESS SERVICES (STOKE) LTD.

Conditions of Appointment

All offers of employment are subject to a Probationary period of up to six months, during which time performance will be assessed. In addition, all appointments are subject to:

- *A satisfactory Enhanced Disclosure by the Disclosure and Barring Service (DBS).*
- *A satisfactory Children's Barred List check;*
- *A satisfactory overseas criminal record check (if applicable);*
- *Verification that candidate is legally eligible and permitted to work in the United Kingdom;*
- *Verification of all relevant and required essential qualifications for the relevant post, by original certificate;*
- *Receipt of two references considered suitable by the College;*
- *Successful completion of all elements of the Company and College Induction during the Probationary period, including training modules in Safeguarding, WRAP, Equality, Diversity and Inclusion, GDPR and Health and Safety.*

Pension Arrangements

Eligible employees will be automatically enrolled into the stakeholder pension scheme provided by Scottish Widows.

Working Hours

The standard full-time working week for all staff is 37 hours.

Maternity, Paternity & Adoption

The College has a suite of Family Friendly policies, including Maternity, Paternity and Adoption schemes, some of which provide enhanced benefits, whilst others provide statutory benefits.

Sick Pay

The Company has a scheme of enhanced sickness benefits.

Training and Development

Education Business Services (Stoke) Ltd is committed to the professional and personal development of all our employees. Individual Training and Development plans are formulated via the Staff Check-in process.

Holidays

Education Business Services (Stoke) Ltd staff are entitled to 32 days' annual leave, plus 8 bank holidays. There are a number of directed leave days each academic year and these are set out

V1006

in the College Calendar. Typically, these directed leave days will be during Christmas, Easter and in the summer period where the College will close its sites in the interests of efficiency.

Staff Parking

Free and ample parking space is available on both sites, subject to availability at peak times.

Salary Payments

Salary is paid by direct credit transfer to your bank or building society account in 12 equal instalments. Payment is made on the 27th day of each month or, if this lands on a weekend or bank holiday day, payment is made on the previous working day.

Notice Periods

The amount of notice you are required to give and entitled to receive is 1 month. Fixed term employees are required to give and are entitled to notice as per their contract of employment.

Location of Work

Your principal place of work will be at the site given in your Job Description, Contract of Employment and Conditional Offer Letter. However, you may be required to work on either campus temporarily or on an indefinite basis.

Equality of Opportunity

Education Business Services (Stoke) Ltd is committed to the principle of equal opportunity. We will ensure that no employee, applicant for employment or student receives less favourable treatment on any grounds, which cannot be seen to be justified in relation to employment, education and training.