

JOB DESCRIPTION

POST TITLE: Quality Assurance Assistant

DIVISION/UNIT: Facilities Services

GRADE: 6

RESPONSIBLE TO: Facilities Officer

RESPONSIBLE FOR: N/A

Job Purpose

To monitor, assess and report on the standard of the Facilities Management Services, including FM, Cleaning and School Crossing Patrol Services and liaise with Clients and Tayside Contracts management to maintain standards in all premises.

Main Duties and Responsibilities

1. Ensure that Safe Working Practices are adhered to, in accordance with Health and Safety Legislation and Tayside Contracts' Occupational Health and Safety Policy.
2. Uphold and embrace Tayside Contracts vision and values by working in partnership with internal colleagues, external clients and other stakeholders to deliver an efficient and effective service.
3. Treat all individuals with dignity and respect and support Tayside Contracts' Equality and Diversity Policy.
4. Update and manage audit schedules (covering the range of FM services, including building cleaning, fabric, fixtures, fittings and external environs audits) for up to twelve months in advance.
5. Carry out routine audits and inspections using Tayside Contracts electronic monitoring system, following the pre-planned schedule. Arrange and thereafter carry out, follow up audits and inspections as necessary.
6. Liaise with Head Teachers and Janitors where applicable to arrange access for monitoring visits and to inform them of the outcome of inspection following the visit, obtaining a counter signature where necessary.
7. Liaise with FM management team and clients to carry out joint inspections where necessary.
8. Deal with any verbal complaints or adverse client reports where possible and report these to the relevant Facilities Officer/Assistant Facilities Officer, with details of proposed remedial action.
9. Provide instructions to employees regarding any compliance and/or safety issues observed during the course of an audit/inspection/assessment.
10. Report any breaches of security or any Health and Safety issues to the appropriate person.

11. Undertake site surveys of school crossing patrol points to calculate the PV² using the agreed mathematical formula as instructed by the Facilities Officer.
12. Liaise with key stakeholders and the FM management team to share and interpret the outcome of school crossing point site surveys.
13. Conduct risk assessments of school crossing points and provide any assistance/advice required to employees when doing so.
14. Carry out site inspections of school crossing points, reporting any environmental defects, such as post holes or broken kerbs, to the Facilities Officer.
15. Carry out assessments and audits of School Crossing Patrollers to ensure that employees are adhering to legislative requirements and agreed procedures. Provide reports on any failings to the respective line manager.
16. Deliver the School Crossing Patrol training syllabus and assess the competency of new employees prior to their deployment.

Note

You will be required to undertake other duties appropriate to your grade as directed.

Working Environment	Physical Coordination	Physical Effort	Mental Skills	Concentration	Communication Skills	Dealing with Relationships	Responsibility For Employees	Responsibility for Service to Others	Responsibility for Financial Resources	Responsibility. For Physical & Info	Initiative & Independence	Knowledge
2	2	3	3	4	3	1	3	4	1	2	3	3