**School Buildings Support Officer**

**DBE Services** supports over 350 schools across the north of England with capital, planned maintenance and emergency work to their buildings. We have a small, friendly team of dedicated staff who manage the annual servicing contracts for schools ensuing that qualified professionals carry out the servicing work and report as appropriate. The team also handle requests for repair work and quotes, ensuring that skilled and qualified contractors visit the school as soon as possible.

The main purpose of this role is support both the servicing and reactive aspects of the service. Each week you will support the manager responsible for administering the servicing contracts and assist with uploading reports to the bespoke system. In addition, you will be fully trained as a member of the reactive team and will work closely as part of that team to support schools and respond quickly to requests for assistance.

It is essential that you have a good telephone manner and are accurate and efficient at processing and recording data. Record keeping is at the heart of our management systems so you will need to have a good command of written English and efficient computer keyboard skills. You will need be familiar with Word and Excel. Some knowledge of buildings and building contractors would be useful.

**Main tasks:**

* Under the direction of the Deputy CEO, assist the management of the servicing contracts for all the schools and academies, ensuring good communication with schools and contractors to ensure that each of the servicing contracts is fulfilled each year
* Answer in-coming calls and emails from schools with regards to Reactive Jobs, ensuring all relevant information is collected and recorded on the system.
* Dispatch and liaise as appropriate with contractors in terms of the Reactive Jobs they are undertaking at schools
* Ensure good record keeping on the ATOM system, with everything logged and all entries kept up to date.
* Help to ensure that there are sufficient, qualified and checked contractors able to support the servicing work throughout the region and liaise with colleagues over the provision and performance of contractors.
* Liaise with servicing contractors to ensure they carry out the work in a timely and cost-effective way and that all documentation is processed efficiently.
* Work with colleagues to ensure that contractor invoices are efficiently processed and paid
* Work closely with colleagues, schools and contractors to ensure job requests are actioned quickly and accurately and schools and contractors are kept well informed.

**Job Types:** Full-time Permanent

**Salary:** £23,400 per year.  Pay award pending in April 2025. We are a Real Living Wage employer

**Benefits:**

* Casual dress
* 24 days annual leave (including 3 day shut-down at Christmas) and your birthday and all Bank Holidays.
* Additional day annual leave for each full year of employment up to a total of 27 (plus birthday and Bank Holidays)
* 8% contribution to company pension
* Free on-site parking
* Sick pay

**Schedule:**

* Monday to Thursday 9am-5pm; Friday 9am-4:30pm
* Role to be fully office-based at Blackburn, BB1 2QE.

**Education:**

* 5 GCSEs or equivalent – including at least a grade 4 or C in maths and English (required)

**Experience:**

* Administrative: 2 years (required)
* Understanding of school buildings (preferred)
* Computer literate
* Good decision-making skills
* Ability to work under pressure

To apply please send your CV and a Covering Letter:

**Sam Johnson**

Chief Executive

DBE Services

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