George Heriot's School
Founded 1628

Job Description

Job Title:	Janitor- Gatehouse Communications
Responsible to:	Estates Manager via the Estates Operations Manager
Hours:	37 Hours per week, Term-Time only (usually 7.30am-3.30pm Monday-Friday)

Summary:

The Gatehouse Communications Janitor plays a key role in the day-to-day operation of the school's gatehouse, acting as a key point of communication between the gate and key stakeholders throughout the school community. The postholder will help ensure the smooth running of gatehouse operations while maintaining a professional, welcoming, and customer-focused presence for all visitors to the school.

As one of the first points of contact for visitors, contractors, parents, members of the public, and tourists, the successful candidate will represent George Heriot's School and contribute positively to the visitor experience through excellent communication and customer service. .

Your key responsibilities and duties include but are not limited to:

- Oversee the day-to-day operation and communication functions within the School gatehouses.
- Liaise regularly with security staff and ensure important operational information is communicated promptly to the Estates Operations Manager.
- Assist in coordinating gatehouse and security arrangements for school events, including adjustments to gate cover and access requirements.
- Communicate operational updates, issues, and requirements as directed by the Estates Operations Manager.
- Maintain effective communication between the gatehouse, security teams, and Estates Department.
- Provide a professional, courteous, and helpful service to all visitors, staff, pupils, contractors, and members of the public.
- Act as a front-of-house representative for George Heriot's School, ensuring a positive first impression at all times.
- Respond appropriately to enquiries and direct visitors as required.

In addition to gatehouse communication responsibilities, the postholder will support the Janitorial Team with a range of operational duties, including:

- Providing crossing patrol cover when required.
- Covering gate duties during afternoon periods or at other times as directed.
- Assisting with day-to-day janitorial tasks across the campus.
- Supporting the Estates Team with additional operational requirements as instructed by the Estates Operations Manager.
- Undertaking other reasonable duties appropriate to the role.

Skills and Attributes Required:

The successful candidate will hold the following skills and attributes:

Essential Requirements

- Excellent communication and interpersonal skills.
- A professional, friendly, and approachable manner.
- Strong customer service skills and the ability to engage positively with a wide range of people.
- Ability to follow instructions and communicate information accurately.
- Reliable, punctual, and organised.
- Able to work effectively as part of a team and independently when required.
- Flexible approach to work and willingness to assist with operational requirements.

Desirable Requirements

- Previous experience in a customer-facing, security, janitorial, facilities, or reception-based role.
- Knowledge of school, estate, or facilities operations.
- Driving Licence

Additional Information

- This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. As such, the successful candidate will be required to have membership of the PVG Scheme.