

<b>LOCATION</b>	Hong Kong	
<b>JOB TITLE</b>	<b>Student Service Officer</b>	
<b>JOB PURPOSE</b>	To ensure excellent quality cleaning, security and catering services for the school premises	
<b>REPORTING TO</b>	Premises Manager	
<b>DIRECT REPORTS</b>	Nil	
<b>OTHER KEY RELATIONSHIPS</b>	School Management, cleaning contractors, pupils and teachers	
<b>PACKAGE</b>	Competitive	
<b>KEY RESULT AREA</b>	<b>MEASURES OF PERFORMANCE</b>	
<ul style="list-style-type: none"> <li>Work closely with the cleaning / security / catering contractors to plan and maintain an excellent cleaning / security / catering services for the school premises</li> </ul>	<ul style="list-style-type: none"> <li>School premises fit for purpose on opening</li> <li>School premises continue to reflect high standard of cleaning/ security / catering through regular inspection</li> </ul>	
<ul style="list-style-type: none"> <li>Develop a cleaning / security schedule for the school, including accidental damage and hazardous material spillage</li> </ul>	<ul style="list-style-type: none"> <li>School premises remain fully operational throughout working day</li> </ul>	
<ul style="list-style-type: none"> <li>Review the results of the cleaning / security / catering contractors on a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>Provide evidence of best value for NAIS</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure that the school premises are cleaned and safe in line with all applicable legislation, including health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Provide staff and pupils with a safe, clean and hazard free environment</li> </ul>	
<ul style="list-style-type: none"> <li>Assist in ah-hoc duties</li> </ul>		
<b>Personal Development</b>		
<ul style="list-style-type: none"> <li>Continual development through the identification and implementation of your own Personal Development Plan</li> </ul>	<ul style="list-style-type: none"> <li>Improved performance</li> <li>Performance appraisal</li> <li>Personal Development Plan</li> </ul>	
<b>OTHER</b>		
<ul style="list-style-type: none"> <li>Promote and adhere to the Company Vision and Values: <ul style="list-style-type: none"> <li><b>Opportunity</b> - For us, opportunities need to be meaningful, about achieving potential and making progress.</li> <li><b>Impact</b> - For us, impact is about making a difference. It needs to be immediate, positive and lasting.</li> <li><b>Leadership</b> - For us, leadership is about considering the team's needs as well as your own, setting inspiring examples, being supportive and showing real accountability and responsibility.</li> <li><b>Respect</b> - For us, respect is about listening, being inclusive, showing tolerance and getting the little things right</li> </ul> </li> <li>All staff are required to manage effective personal</li> </ul>	<ul style="list-style-type: none"> <li>Valued member of the team and organisation</li> </ul>	

<p>development as part of the Company's commitment to invest in staff as the key resource in the organisation</p> <ul style="list-style-type: none"> <li>▪ Each individual must ensure that they meet their statutory responsibilities and Company policies with regard to Health and Safety, Equal Opportunities and other relevant legislation</li> <li>▪ Any other appropriate duties as allocated by the Chief Executive Officer</li> </ul>	
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<b>PERSON SPECIFICATIONS</b>	
<b>Qualifications/Training</b>	
<ul style="list-style-type: none"> <li>▪ Tertiary education or university graduate is preferred</li> </ul>	Essential
<b>Experience / Knowledge</b>	
<ul style="list-style-type: none"> <li>▪ Minimum three years' experience of managing premises cleaning / security / catering services with both internal and external providers</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ At least three years' experience in providing high quality customer service</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Working in an educational establishment</li> </ul>	Desirable
<b>Skills</b>	
<ul style="list-style-type: none"> <li>▪ Strong command of written and spoken English and Cantonese</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Proficiency in MS Office packages</li> </ul>	Essential
<b>Personal Attributes</b>	
<ul style="list-style-type: none"> <li>▪ High levels of personal integrity.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Excellent organisational and time-management skills</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Attention to detail</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Ability to work under pressure and remain calm</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Willingness to take on multiple tasks</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Proactive and able to prompt others to ensure deadlines are achieved</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Self-motivated and enthusiastic</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Ability to work independently</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Continually strive for improvement</li> </ul>	Essential
<ul style="list-style-type: none"> <li>▪ Adaptability</li> </ul>	Desirable

**OTHER CONDITIONS**

Hold a current Enhanced Criminal Records Bureau Disclosure or equivalent for countries lived in outside of the UK.

Compliance with visa requirements for working in Hong Kong

Dear Applicant,

Nord Anglia Education is the world's leading premium international school organisation with 28 schools in China, Europe, the Middle East, South East Asia and North America, with two new schools opening in Hong Kong and Dubai this September. Our organisation has been operating premium international schools for over 20 years. Within the last three years we have been particularly successful and have doubled our size and seen significant growth both within our existing schools and through the acquisition of new schools. We are a fast growing, successful education company. Our schools are mostly British International Schools and follow the English National Curriculum plus the International Baccalaureate Diploma at 16-18, plus, in some locations, A-levels, the French Baccalaureate and the Swiss Maturité.

We educate students from early years through to eighteen in through-schools. Our students come from a wide mix of backgrounds and cultures and a typical school may have up to 60 different nationalities represented. Many of our parents are ex-pats working away from their home country but we also educate local students.

Currently employing over 3,500 staff and educating over 18,000 students our schools are seen as the premier school in almost all of the cities in which we operate and are a very popular choice for parents. Each Nord Anglia Education school is unique in character and tailored to meet the needs of their specific location, but they are united by the quality of education they offer, the efficiency with which they are managed and the excellence of the student experience. We position our schools as at the forefront of contemporary educational practice while preserving traditional educational values.

Outstanding teaching professionals and our distinctive educational model create exciting high performing learning environments.

A Nord Anglia Education student will benefit not only from the richness and expertise within their own School environment but also from other Schools across the Nord Anglia Education family.

The academic achievement in our Schools is improving year on year across every Key Stage. Nord Anglia Education Schools are non-selective yet, on average, our student's score four points above the global average in their IB diploma, as well as being offered and accepting places at the world's top 30 Universities.