

# Caretaker

*Final*

*Date: 07/12/17*

**POST:** Caretaker

**SERVICE:** Street Scene and Leisure services

**SECTION:** The Place

**BAND:** 3

**REPORTS TO:** Facility Manager

**RESPONSIBLE FOR:** N/A

**TYPE:** 1) Hot desking or Agile/Mobile Working  
2) Field worker

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post will require a standard Disclosure and Barring Certificate.

#### **MAIN PURPOSE**

The post holder will be part of the customer facing team that operate The Place on a day to day basis, ensuring all customers and users are safe and that services are provided are of a high quality.

#### **GENERAL INFORMATION**

Leisure, Open Spaces and Community Facilities has a wide and diverse remit, comprising of a range of service units, activities, projects and programs aimed at improving quality of life, health and well-being of the residents of the Borough. The work of the department needs to be monitored in order to inform future action and service improvements, as well as to evidence progress against planned activity and targets.

The Place is a large busy community facility which has recently undergone significant refurbishment and provides function rooms, meeting rooms, an over 50's activity centre, soft play centre and cardio vascular fitness suite for the local community. The centre is located in Pitsea Town Centre. The post holder will provide caretaking services at the centre, ensuring rooms and facilities are set up as required and the building is maintained to the required standard, secure and safe for customers and colleagues to use.

#### **DUTIES**

1. To ensure the building is maintained at the required standard of cleanliness and tidiness at all times.
2. To ensure the safety of all users during their visit to the facility.

3. To assist with the inspection of the facility as part of the daily safety checks and respond to problems identified. Making appropriate timely reports to the Council's Building Management Section to remedy any issues that affect service delivery.
4. To undertake minor repair/maintenance work as directed.
5. To undertake weekly fire alarm checks to ensure system is functioning correctly and report defects immediately.
6. Ensure maintenance contractors are following centre procedures whilst carrying out work at the centre.
7. To use specialised cleaning machines where necessary to further ensure the building is kept clean and tidy.
8. Ensure the bars are fully stocked for each function, making sure stock is rotated appropriately.
9. To carry out bar cellar maintenance and cleaning to ensure good quality products are provided.
10. To ensure the building and all equipment is kept secure at all times and ensure the building is secured and alarmed at the end of each day as required.
11. To ensure that all regulations, financial, licensing and otherwise, are correctly observed and applied.
12. To ensure all rooms and facilities are set up to customer requirements each day.
13. Cover reception duties as required.
14. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
15. Undertake all the duties within the framework of Equal Opportunities.
16. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	Caretaker	<b>Date Prepared:</b>	07/12/17
<b>Department:</b>	The Place Pitsea Leisure Centre	<b>Band:</b>	3

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of services	✓		AF/I
1.2	Experience of providing customer facing services	✓		AF/I
1.3	Undertaking minor facility maintenance work	✓		AF/I
1.4	Up to date knowledge of Health and safety issues within the workplace	✓		AF/I
1.5	Experience of successfully dealing with staff and public in a helpful and courteous manner.	✓		AF/I
1.6	Experience of basic cellar and bar operation	✓		AF/I
1.6	Experience of cashiering/money handling	✓		AF/I
	<b>SPECIAL ABILITIES/COMPETENCES</b>			
2.1	Ability to undertake lifting and carrying	✓		AF/I
2.2	Basic computer and administration skills	✓		AF/I/T
2.3	Good verbal and written communication skills	✓		AF/I/T
2.4	Ability to operate mechanical cleaning equipment	✓		AF/I
2.5	Able to work as part of a team and work on own initiative	✓		AF/I
2.6	Ability to act as a key holder	✓		AF/I
<b>2.</b>	<b>COMPETENCIES</b>			
2.1	<b>WORKING WITH PEOPLE</b>	✓		AF/I
	a) Demonstrates an interest in and understanding of others			

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
	<ul style="list-style-type: none"> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>			
4.3	<p><b>ANALYSING</b></p> <ul style="list-style-type: none"> <li>a) Analyses numerical data, verbal data and all other sources of information</li> <li>b) Breaks information into component parts, patterns and relationships</li> <li>c) Probes for further information or greater understanding of a problem</li> <li>d) Makes rational judgements from the available information and analysis</li> <li>e) Produces workable solutions to a range of problems</li> <li>f) Demonstrates an understanding of how one issue may be a part of a much larger system</li> </ul>	✓		<b>AF/I</b>
6.1	<p><b>PLANNING AND ORGANISING</b></p> <ul style="list-style-type: none"> <li>a) Sets clearly defined objectives</li> <li>b) Plans activities and projects well in advance and takes account of possible changing circumstances</li> <li>c) Manages time effectively</li> <li>d) Identifies and organises resources needed to accomplish tasks</li> <li>e) Monitors performance against deadlines and milestones</li> </ul>	✓		<b>AF/I</b>
6.2	<p><b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		<b>AF/I</b>
6.3	<p><b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b></p> <ul style="list-style-type: none"> <li>a) Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>b) Follows procedures and policies</li> <li>c) Keeps to schedules</li> <li>d) Arrives punctually for work and meetings</li> <li>e) Demonstrates commitment to the organisation</li> <li>f) Complies with legal obligations and safety requirement of the role</li> </ul>	✓		<b>AF/I</b>

	REQUIREMENTS	Essential	Desirable	Assessed
	<b>ADAPTING AND RESPONDING TO CHANGE</b>			
7.1	<ul style="list-style-type: none"> <li>a) Adapts to changing circumstances</li> <li>b) Accepts new ideas and change initiatives</li> <li>c) Adapts interpersonal style to suit different people or situations</li> <li>d) Shows respect and sensitivity towards cultural and religious differences</li> <li>e) Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>	✓		<b>AF/I</b>
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.2	First Aid Qualified	✓		<b>AF/I</b>
3.3	Basic literacy and numeracy skills	✓		<b>AF/I</b>
3.4	A satisfactory DBS certificate will be required	✓		<b>AF/I</b>