

CARETAKER/CLEANER/DRIVER

Reference No.	I345.01	Type	Individual
Service	Communities and Neighbourhoods		
Job Family	Technical 3	Grade	FC3

Purpose

Supporting the operation and delivery of Halls and Centres programmes and activities.

Direct responsibility for the security, cleanliness and smooth operation of building and surrounding grounds.

Driving minibus to bring targeted groups to and from the centre.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Ensuring the safe and efficient operation of buildings, opening at prescribed times and securing at the end of the working day.	Knowledge of Health and Safety and Risk Assessment (Take ownership – See ‘How We Work Matters’ Framework)	✓	
Cleaning and maintaining halls and centres to a high standard.	Knowledge of Control of Substances Hazardous to Health (COSHH)		✓
Preparing, adapting and restoring as appropriate, all areas and equipment used to meet the needs of user groups, for example removing and storing chairs and tables, erecting and dismantling stages, platforms, sports equipment, all in accordance with Health and Safety and manual handling procedures.	Manual handling skills (Deliver results) Experience in a leisure environment	✓	✓

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing a high standard of customer service, liaising with users and ensuring booking times, facilities and equipment are as agreed and that the effect of any unexpected alterations to the programme is minimised.	Customer service care skills (Focus on customers) Friendly, helpful manner	✓ ✓	
Operating booking procedures and systems including accepting bookings and payments, answering telephone calls and dealing with customer enquiries.	Literacy skills (Embrace technology and information) Numeracy skills Communication skills	✓ ✓ ✓	
Undertaking weekly tasks of fire alarm, firefighting equipment and record in Fire safety log.			
Enabling and disabling the building alarm system and responding to any incidents out with opening hours.			
Reporting, recording and following up on emergency and non-emergency repairs			
Patrolling the premises and associated grounds, monitoring public areas and generally ensuring that security is maintained during hours of operation, including operating a door security system and using radio communications.			
Conducting prescribed vehicle journeys, checks, routine maintenance and completing the necessary paperwork.	Full Driving License with D1 PCV License MIDAS Certificate	✓	 ✓ ✓
Assisting with settling and securing passengers prior to commencement of journey.	Experience in working with older people (Work together)		✓
Ensuring that a designated responsible person is in attendance when passengers are on board.			

Role Profile

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Assisting, as required with the escorting of passengers to the vehicle.				
Undertaking all other duties as required for the role. Duties will be in line with the grade.				

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input checked="" type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Role Profile

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results