



Role Profile

CARETAKER/CLEANER

Reference No.	I385.02	Type	Individual
Service	Various		
Job Family	Technical 3	Grade	FC3

Purpose

Cleaning designated areas to ensure they are kept in a clean and hygienic condition. Maintaining a security/caretaking presence within the building.

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

Ensuring the safe and efficient procedures of a range of buildings.

Practical knowledge in a customer facing environment

E

D

Ensuring that the facilities and grounds are opened at prescribed times, and that they are secure at the end of the working day. This includes internal, external and outdoor facility key holder duties within opening hours.

Experience in an appropriate environment

✓

Enabling and disabling the alarm system within opening hours and responding to any incidents related to the alarm system out with opening hours.

Reporting, recording and following up on emergency and non-emergency repairs.

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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
Preparing, adapting and restoring, as appropriate, all areas and equipment used so that the maximum benefit is afforded to all user groups. Ensuring that areas are set out/cleared as required for a range of uses, including the removal and storage of chairs and tables, erecting and dismantling stages, platforms, sports equipment, all in accordance with health and safety and manual handling procedures.	Experience of working effectively on own (Take ownership – See ‘How we Work Matters’ Framework) Manual handling skills	✓ ✓	
Patrolling the premises and associated grounds, monitoring public areas and generally ensuring that security is maintained during hours of opening. This may include operation of a door security system and the use of radio communications.	Ability to provide a regular and effective service	✓	
Undertaking weekly tests of fire alarm, fire-fighting equipment and record in appropriate Fire Safety Log.	Ability to travel throughout Fife	✓	
Cleaning and maintaining all designated areas to a high standard.	Cleaning skills (Deliver results) Knowledge of health and safety, Control of Substances Hazardous to Health (COSHH) Knowledge of risk assessment	✓	✓ ✓
Answering telephone and customer enquiries.	Communication skills	✓	
Operating booking procedures and systems.	IT skills (Embrace technology and information)	✓	
Accepting bookings and payments as directed by the Service.	Literacy skills Numeracy skills	✓ ✓	
Liaising with users and ensuring the booking times, facilities and equipment are as agreed and that the effect of any unexpected alterations to the programme is minimised.			

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Providing a high standard of customer service.	Knowledge of dealing with complaints (Focus on customers) Experience of working with a range of client groups and service users (Work together)	✓	
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 type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

E = Essential Criteria D = Desirable Criteria

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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