

Title Caretaker	Department Environment and Resources	Post Ref. Grade 2
Job Purpose To deliver an effective and efficient daily caretaking service to designated establishments		
Key Responsibilities <ol style="list-style-type: none"> 1. The security of the premises, together with its contents .The locking and unlocking of the premises. Attending to the intruder alarm where applicable. Boarding up and making secure the buildings following vandalism or other damage if required. 2. Attending to the heating of the premises and ensuring that the required temperatures are maintained. Ensuring that the boiler plant equipment, including heater cabinets are cleaned and maintained in accordance with the Authority's Cleaning and Janitorial Specification and faults are reported. 3. Handyperson duties, for example: securing screws, hinges, door furniture, locks, minor repairs, painting, boarding windows, changing bulbs, fluorescent tubes and starters, cleaning and replacing light diffusers, unblocking sinks and drains, changing CCTV tapes and aligning/focusing cameras, water meter readings and chemical dosing etc. This list is not exhaustive and includes all repairs and maintenance that do not require the services of a skilled craftsman and which are not covered by a service or maintenance contract. 4. The cleaning of designated areas in the establishment and maintaining high standards in these areas. Maintaining floor surfaces in accordance with the requirements of the Authority's cleaning and janitorial specification. 5. To carry out portorage duties as and when required by the establishment. 6. Attending to and cleaning up after spillages. 7. Ensuring that all the exterior hard surfaces including artificial or lawned areas are kept in a clean and tidy condition including 		Key Accountabilities <ol style="list-style-type: none"> 1. To support the delivery of an effective caretaking service on designated site , in compliance with the agreed contract specification/service level agreement 2. Accountable for personal health and safety and contribution towards the health and safety of all other site users. 3. Accountable for the personal development and welfare of building cleaning operatives based at the designated site. 4. Accountable for the security of the designated premise (alarms and building security) 5. Accountable for the care and storage of cleaning chemicals,equipment and electrical machinery based on site. 6. Accountable for the administrative paperwork based on site which relates to the caretaking/cleaning frontline service (timesheets/holidayforms/health and safety documentation) 7.

the emptying of litter bins, the cleaning of drains and gulleys, the salting and de-icing of hard surfaces during the winter months and the moving of snow to ensure access to the premises.

8. To give adequate supervision and direction advice to supervisory and cleaning operatives and to maintain the required records of time sheets, attendance, leave, sickness absence etc.
9. To record all deliveries and maintain the required information in the logbooks, stock cards, etc., and to ensure that adequate supplies including fuel are maintained to meet the needs of the establishment and Building Cleaning Services.
10. To be available and attend to the requirements of the hirer's of the premises for the purpose of lettings if appropriate.
11. Ensuring washrooms are stocked with appropriate consumable items.
12. Working with site representatives to ensure Facilities Services are delivered to required standards.
13. In cases of emergency, to be available outside of the normal working week, e.g. to attend following intruder or other alarms, fires, floods, etc., be required to attend for such action as required (Key Holding)
14. To attend to the heating of the premises at weekends during the approved winter period when required.
15. The Caretaker shall be subject to the immediate day-to-day supervision and direction of Head Teacher, Site Manager or such other officer as may be determined by the Building Cleaning Services Manager.
16. To assist, when necessary, officers of the department in dealing with matters concerning building maintenance.
17. To provide an on site monitoring service for the Building Cleaning Services including liaison with the establishment on behalf of the Building Cleaning Services.
18. When required, to clean the internal surfaces of glass and windows.
19. Attending to incinerators as defined in the Authority's Janitorial Specification.
20. Where applicable, the cleaning of overhead kitchen canopies as

<p>specified in the Authority's Janitorial Specification.</p> <p>21. Replacing consumable items.</p> <p>22. Setting out furniture, etc., as requested by the Manager or Head of the establishment.</p> <p>23. Taking reasonable care for the Health and Safety of themselves and of other persons who may be affected by their activities and, where appropriate, safeguarding the Health and Safety of all persons under their control and guidance in accordance with legislation.</p> <p>24. Effective and efficient on site liaison with site representatives in order to deliver excellent standards of customer care.</p> <p>25. Undertake any other duties, which may reasonably be regarded as within a nature of the duties and responsibilities and grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification	
Education and Knowledge 1. NVQ Qualification / Health and Safety qualification in Caretaking/Cleaning (desirable)	Personal skills and general competencies 2. Puts into practice the Council's commitment to excellent customer care. 3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 4. Works well with colleagues but also able to work on their own initiative. 5. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
Experience 6. Experience of working within a frontline service area (contracting) 7. Supervisory skills/experience 8. DIY/Site Maintenance Skills 9. Experience of working within an environment where health and safety is an essential criteria. 10. High levels of customer care	
Role Dimensions 11. Responsible for the daily delivery of caretaking/security on site and the daily supervision of frontline cleaning employees) 12. Responsibility for managing stock and equipment values in relation to the designated service 13. Supervision of frontline cleaning employees based on the site (if applicable)	
<p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date

Title Cleaning Operative	Department Environment and Resources	Post Ref. Grade 1
Job Purpose		
To provide an efficient and effective daily Building Cleaning Service for designated establishments		
Key Responsibilities <ol style="list-style-type: none"> 1. General daily cleaning tasks which include emptying waste bins, suction cleaning carpets, dust damp wiping, floor maintenance and washroom cleaning. 2. Using electrical equipment where required and includes suction cleaning machines and floor maintenance machinery 3. Cleaning after emergency situations (eg floods) and cleaning bodily fluid spillages. 4. Effective communication with the designated site representative and other cleaning colleagues where appropriate. 5. Ensuring allocated paperwork and administrative systems are kept up to date at all times. 6. Additional duties appropriate to the function and nature of the post 		Key Accountabilities <ol style="list-style-type: none"> 1. Accountable for personal health and safety and apply at all times all relevant health and safety procedures (eg. COSHH / Risk assessment, colour coding and following manufacturers recommended instructions at all times). 2. Delivering Cleaning Services in order to meet the sites contract specification and service level agreement/contract. 3. Ensure that provided on site documentation is adhered to at all times (eg.Health and Safety folder). 4. Accountable for efficient personal time keeping, working to set/agreed work standards and high standards of customer care. 5.

The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge 1. Knowledge of contracting/frontline services desirable	Personal skills and general competencies 2. The ability to communicate effectively with customers /colleagues and demonstrate an understanding and commitment to customer care 3. Puts into practice the Council’s commitment to excellent customer care. 4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 5. Works well with colleagues but also able to work on their own initiative. 6. Shares the Council’s commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
Experience 7. Desirable understanding of the cleaning industry/frontline services	
Role Dimensions 8. Building cleaning functions as required within contract documents and Specifications 9. Responsible for managing stock and equipment allocated to deliver the required service	
<i>Please attach a structure chart</i>	

Date

Tier 7 - Frontline Roles