

Role Profile

Part A - Grade & Structure Information

Job Family Code	3OS	Role Title	Caretaker
Grade	PS3	Reports to (role title)	Centre Coordinator
		Directorate	Legal, Democratic & Cultural
JE Band	114-134	Service	Community Learning & Skills
		Team	
		Date Role Profile was created	Jan-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide a security and caretaking service for an Adult Learning Centre and help ensure a safe environment for its team, learners and centre visitors.</p> <p>The role holder will attend to the presentation and cleanliness of the Centre, ensuring classrooms and equipment are set up as required and that the Centre is clean and welcoming at all times.</p> <p>They will enable the Centre’s ongoing upkeep and presentation standards, by providing a knowledgeable point of contact for workmen and contractors, and by carrying out general maintenance and upkeep as well as first-line repairs and maintenance in and around the Centre.</p> <p>By upholding safe practice throughout day-to-day work, carrying out routine system tests and reporting any Health and Safety concerns to the Centre Coordinator, the role holder will ensure a safe environment for users of the Centre at all times.</p> <p>Providing accessibility to the Centre as a key holder, they will provide safe access to all users in the event of adverse weather or in an emergency situation.</p>
Work Context	<p>Community Learning and Skills has seven dedicated centres in Surrey. In addition it also hires or works from approximately 40 further venues each year. It delivers some 2500 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community.</p> <p>A Caretaker for an Adult Learning Centre is part of the Learning Services Team, one of four main teams that make up Community Learning and Skills. The role covers both internal and external areas of the Centre buildings and grounds, so some outdoor work involved.</p> <p>Many of the Adult Learning Centres are made up of several older buildings, with an ongoing programme of maintenance being carried out both at site level and with support from external contractors. Some physical effort and manual handling involved within the role, with occasional taking in of Centre deliveries and general handyman work and maintenance on and around the site in addition to cleaning and the setting up of classrooms.</p> <p>Some lone working will be involved and the role holder will be line managed by the Centre Coordinator who will help to provide support and direction in this role.</p>

Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service delivery</p> <ul style="list-style-type: none"> • Carry out routine tasks such as cleaning, maintaining supplies of materials and equipment. • Where necessary ensure security of the site. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Plan own set tasks within the day. • Ensure materials and equipment are available as and when required. • May be required to deputise for supervisor. <p>Work with others</p> <ul style="list-style-type: none"> • Answer simple queries politely and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor. • Receive visitors, workmen and contractors in a courteous manner, to promote a positive image of the site. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy. • Able to work towards Vocational Qualifications Level 1 or equivalent experience in relevant field. • Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity. • Ability to operate basic equipment. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally or in writing. • May be required to undertake manual handling and physically demanding work.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Practical approach to tasks, and the ability to work as part of a team. • Problem-solving skills, and the ability to listen and communicate effectively. • Basic DIY abilities. • Ability to exchange basic information verbally and in writing. • Experience in a previous role where demonstration of reliability and ability to follow instructions needed. • Previous Caretaking (or similar) experience. • An awareness of safeguarding principles.

Role Summary	<p>Roles at this level carry out operational duties in a defined area using powered tools and equipment in the provision of an operational service. They perform a limited range of well-established routines within basic procedures under supervision. They are generally practical roles but require some previous work experience. The work is typically to daily deadlines; some organising of their own workload may be required but timescales will be hour-to-hour and day-to-day. The nature of planning in these roles is timing and sequencing of tasks to meet deadlines.</p>
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