Peacehaven Town Council

Job Description – Caretaker

Reports to: Facilities Manager
Responsible for: The day-to-day caretaking, cleaning, presentation, security and safe operation of Council buildings and facilities
Hours: 37 hours per week, with an expectation for periodic paid overtime
Salary/Scale: SCP 6 - £26,847 per annum
Location: Peacehaven Town Council premises and other Council-owned buildings and facilities

1. Job Purpose

To provide a high standard of caretaking, cleaning, maintenance and customer service across Peacehaven Town Council's buildings and facilities.

The Caretaker will work as part of the Facilities team and will be responsible for ensuring that Council buildings are clean, secure, safe, welcoming and appropriately prepared for staff, hirers, community groups and members of the public.

The postholder will work under the direction of the Facilities Manager and will undertake duties across the Council's buildings and facilities as required.

The nature of the role requires flexibility in outlook and approach, including the ability to work different shifts, including lone-working and, where required, evenings, weekends and out-of-hours call-outs. The postholder will be expected to use their initiative in responding and adapting to the needs of the role.

2. Principal Responsibilities

A. Caretaking and Building Operations

- Undertake day-to-day caretaking duties across the Town Council's buildings and facilities.
- Open and secure Council buildings in accordance with established procedures.
- Ensure buildings are appropriately secured when not in use.
- Undertake routine checks of buildings, reporting any faults, damage, defects or security concerns to the Facilities Manager.
- Check that buildings are appropriately prepared for staff, Council activities, meetings, events and hirers.
- Assist with the preparation and setting up of rooms in accordance with agreed room layouts and booking requirements.
- Move tables, chairs and other equipment as reasonably required and in accordance with safe working practices.

- Assist with the setting up and clearing of rooms following meetings, events and bookings.
- Ensure communal areas, entrances and other public-facing areas are kept clean, tidy and presentable.
- Report any building defects or maintenance requirements promptly to the Facilities Manager.

B. Cleaning

- Undertake regular cleaning of the Town Council's buildings and facilities in accordance with cleaning schedules and instructions issued by the Facilities Manager.
- Maintain high standards of cleanliness and hygiene throughout Council premises.
- Clean offices, meeting rooms, kitchens, toilets, communal areas and other designated areas.
- Use cleaning materials, chemicals and equipment safely and in accordance with manufacturers' instructions and Council procedures.
- Comply with COSHH requirements relating to cleaning products and other hazardous substances.
- Ensure cleaning materials and equipment are stored safely and securely.
- Report shortages, damaged equipment or concerns regarding cleaning products to the Facilities Manager.
- Dispose of waste appropriately and in accordance with Council procedures.

C. Hirers and Customer Service

Caretakers are often the first point of contact between the Town Council and members of the public using its facilities and are therefore expected to provide a professional and welcoming service.

Duties will include:

- Welcoming hirers, visitors and members of the public using Council facilities.
- Providing assistance with reasonable queries relating to the building and facilities.
- Ensuring rooms and facilities are prepared in accordance with information provided by the Information & Community Facilities Officer and/or Facilities Manager.
- Liaising with hirers regarding room layouts, access and equipment where appropriate.
- Reporting any concerns, complaints or incidents involving hirers or members of the public to the Facilities Manager or appropriate Council Officer.
- Maintaining a professional standard of personal appearance and conduct.
- Wearing Council-provided uniform and appropriate protective clothing when required.

D. Equipment and Facilities

- Undertake regular visual inspections of equipment used by staff and hirers.
- Ensure equipment, including kitchen equipment, is clean and appears safe and serviceable before use.
- Report defective or damaged equipment immediately to the Facilities Manager.
- Remove defective equipment from use where there is a reasonable concern that its continued use may present a risk.
- Assist with the safe storage and movement of Council equipment.
- Carry out basic checks and minor adjustments where trained and authorised to do so.

E. Minor Maintenance

- Undertake minor maintenance and repair work where this is within the postholder's competence, training and authority and can be completed safely.
- Report maintenance requirements that cannot safely or appropriately be undertaken by the Caretaker to the Facilities Manager.
- Assist contractors or other authorised persons with access to buildings and work areas.
- Where required, assist with minor grounds, external area or amenity maintenance associated with Council buildings.
- Report damage, vandalism, leaks, defective fixtures, lighting faults and other maintenance concerns promptly.

Caretakers must not undertake work for which they are not appropriately trained, competent or authorised.

F. Contractors

- Liaise with contractors attending Council premises as directed by the Facilities Manager.
- Provide access to authorised contractors where required.
- Ensure contractors are directed to the appropriate work area.
- Follow instructions provided by the Facilities Manager regarding contractor access and working arrangements.
- Ensure, where reasonably practicable, that members of the public and other unauthorised persons do not enter areas where contractors are undertaking work.
- Report any concerns regarding contractor activity, unsafe working practices or damage to Council property to the Facilities Manager.
- Assist contractors with access, isolation of areas and other reasonable practical requirements where safe to do so.

The Caretaker does not have responsibility for approving contractor works, expenditure or contractual arrangements unless specifically delegated by the Facilities Manager.

G. Health and Safety

- Work in accordance with the Council's Health and Safety policies, procedures and risk assessments.
- Take reasonable care for their own health and safety and that of others who may be affected by their work.
- Follow all relevant safe working procedures.
- Use appropriate personal protective equipment where required.
- Report hazards, accidents, incidents, near misses and unsafe conditions promptly.
- Follow COSHH procedures and manufacturers' instructions when using cleaning products and other substances.
- Follow manual handling procedures and use appropriate equipment where necessary.
- Ensure areas presenting an immediate risk are made safe or isolated where reasonably practicable and report the matter immediately to the Facilities Manager.
- Assist with emergency procedures and building evacuations.
- Undertake required health and safety training.

H. Fire Safety and Emergency Procedures

- Familiarise themselves with the fire and emergency procedures applicable to each Council building in which they work.
- Assist with the safe evacuation of buildings when required.
- Act as a Fire Marshal where trained and designated to do so.
- Report fire safety concerns, blocked escape routes, defective fire doors, emergency lighting concerns or other issues immediately.
- Never obstruct fire exits, escape routes or emergency access points.
- Assist with routine visual checks of fire safety equipment and systems as instructed by the Facilities Manager.
- Respond appropriately to emergencies occurring during working hours and follow Council procedures.

I. Building Inspections and Reporting

Undertake routine visual checks of Council buildings as directed by the Facilities Manager, including:

- General condition of rooms and communal areas.
- Doors, windows and locks.
- Lighting.
- Heating and ventilation.
- Toilets and plumbing.
- Kitchen facilities.
- Furniture and equipment.
- Fire exits and escape routes.
- Signs of water leaks or damage.
- Security concerns.
- Vandalism or damage.
- General cleanliness and presentation.

Any defects or concerns must be reported promptly to the Facilities Manager.

J. Public Toilets and External Facilities

Where allocated, undertake routine duties associated with Town Council-owned public toilets and other external facilities, including:

- Checking supplies and reporting requirements.
- Reporting damage, vandalism or defects.
- Reporting plumbing, lighting or other maintenance problems.
- Ensuring facilities are maintained appropriately for public use.
- Carrying out routine checks as directed by the Facilities Manager.
- Responding to urgent issues in accordance with Council procedures.

K. Out-of-Hours Responsibilities

- Participate in the Council's caretaker rota for out-of-hours call-outs where required.
- Provide reasonable cover for colleagues' absence and sickness at short notice where practicable.
- Respond appropriately to building-related emergencies in accordance with Council procedures.
- Attend Council premises when required under agreed out-of-hours arrangements.
- Report incidents and actions taken to the Facilities Manager at the earliest appropriate opportunity.

L. Team Working

- Work cooperatively with other caretakers, cleaners and Council staff.
- Support colleagues in maintaining consistent standards across all Council premises.
- Assist the Facilities Manager with tasks and projects as reasonably required.
- Communicate effectively with colleagues regarding building conditions, maintenance issues, hirer requirements and other operational matters.
- Contribute positively to the continuous improvement of the Council's buildings and services.

3. Training and Development

The postholder will be expected to undertake training required to carry out their duties safely and effectively.

Training may include, but is not limited to:

- Health and Safety.
- COSHH.
- Fire Warden/Fire Safety.
- First Aid.
- Manual Handling.
- Equality and Diversity.
- GDPR and information governance.
- Customer Service.
- Use of cleaning equipment and substances.
- Any other training reasonably required by the Council.

The postholder must not undertake work requiring specialist training or competence unless appropriately trained and authorised.

4. General Responsibilities

- Comply with all Council policies, procedures and instructions relevant to the role.
- Maintain confidentiality in accordance with Council requirements.
- Comply with GDPR and information governance requirements.

- Treat members of the public, hirers, colleagues and contractors courteously and professionally.
- Maintain appropriate standards of personal presentation and conduct.
- Use Council property, equipment and resources responsibly.
- Report loss, damage or misuse of Council property.
- Maintain appropriate security of keys, access codes and other Council property entrusted to the postholder.
- Undertake such other duties as may reasonably be requested by the Facilities Manager or Town Clerk, consistent with the level and nature of the post.
- Undertake any training reasonably required to fulfil the duties of the role.

5. Working Environment

The role will involve working across the Town Council's buildings and facilities and may involve working evenings, weekends and outside normal office hours as part of the Council's agreed rota arrangements.

The post involves physical activity, including cleaning, moving furniture and equipment, building inspections and minor maintenance tasks.

The postholder must be able to work safely in a variety of environments and follow appropriate risk assessments, safe systems of work and instructions.

This job description is intended to describe the principal responsibilities and duties of the post. It is not an exhaustive list and the postholder may be required to undertake other duties reasonably consistent with the level and nature of the role.