

Caretaker

Job Description and Person Specification

Directorate:	Communities	Service:	Caretaking and Cleaning
Responsible to:	Caretaker Supervisor	Responsible for:	Civic Centre Cleaners
Grade:	4		
Location:	Civic Centre		
Job Purpose:			
To carry out the caretaking function at the Civic Centre site, including maintaining security of the buildings and grounds, and supervision of cleaning staff.			

Key Tasks & Responsibilities:
<ul style="list-style-type: none"> • To open and close the Civic Centre site and buildings, carry out security checks and operate the alarm system. • To supervise cleaning staff and maintain adequate supplies of cleaning materials. • To prepare rooms, furniture and equipment, including vending/drinks machines, for a range of activities and functions in accordance with bookings, liaising with organisers as necessary, ensuring that needs of customers and colleagues are met. • To attend to general maintenance issues, replacing consumable items, carrying out small repairs and reporting building defects and faults to the Buildings Maintenance team. • To provide porter services at the Civic Centre site, including scheduled porter duties (handling deliveries, assisting with office moves, etc) and responding to requests from colleagues and visitors. • To ensure all corridors, stairwells, fire exits and public areas of the buildings are kept tidy and free from obstruction. • To undertake routine health and safety inspections, including ensuring alarm systems are operating effectively and carrying out weekly fire alarm checks, reporting incidents and issues to management.

- To ensure bin storage areas and entrances to the buildings are kept clear, tidy and litter-free.
- To carry out scheduled cleaning duties and attend to urgent requests for cleaning at times when cleaners are not available.
- To replenish supplies of toilet rolls, soap and towels in all toilets.
- To respond to out-of-hours call-out to security and fire alarms within 20 minutes.
- To provide holiday and sick leave cover for caretaker colleagues.
- To undertake any other reasonable duties commensurate with the grade of the post.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.





QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Able to demonstrate appropriate levels of workplace literacy and numeracy	Essential	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to work unsupervised and follow procedures, accepting responsibility for own work	Essential	Application/Interview
Ability to communicate effectively both verbally and in writing	Essential	Application/Interview
Organisational ability including record keeping	Essential	Application/Interview
Working awareness of Health and Safety	Essential	Application/Interview
Ability to work in an environment that demands work is carried out responsibly and to strict deadlines	Essential	Application/Interview
Ability to work flexibly as part of a team	Essential	Application/Interview
Competent in the use of IT	Desirable	Application/Interview
A basic working knowledge of buildings and plant maintenance and the ability to identify and rectify simple problems and issues	Essential	Application/Interview
Physically capable of undertaking light manual work including cleaning, lifting large, irregular shaped and heavy items, with assistance as necessary	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Previous caretaking experience	Essential	Application/Interview
Previous caretaking experience in a similar environment	Essential	Application/Interview
Staff supervisory experience	Essential	Application/Interview
Dealing with the public on a regular basis	Essential	Application/Interview
Previous experience in security-related work	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Willing and able to act as key holder and emergency call-out contact for the Civic Centre site	Essential	Interview
Must live within 20 minutes travelling distance of Wyre Civic Centre to fulfil call-out requirements	Essential	Application/Interview
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- An alternating shift arrangement operates:
Early shift: 06.30 to 14.30 (14.00 on Fridays)
Late shift: 13.30 to 21.30 (21.00 on Fridays)
- There will be an occasional requirement for later evening and weekend working.

Prepared by: Clare Mitchell

Date: July 2025

Post Holder Signature:

Date: