# Role Profile

| | | | |
|---|---|---|---|
| **Job Title:** | Caretaker | **Grade:** | **5** |
| **Department:** | Children's Services | **Post no:** | 001 |
| **Directorate:** | Children and Adults | **Location:** | **South Acton Children's Centre** |

| | |
|---|---|
| **Role reports to:** | Head of Finance |
| **Direct Reports:** | None |
| **Indirect Reports:** | Cleaner, Contractors including on-site contracted cleaners |
| *This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.* | |

## JOB DESCRIPTION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

**PURPOSE OF ROLE:**

- To maintain a safe, secure, functional and enjoyable site environment for all visitors and users of South Acton Children Centre's facilities and services.
- To ensure the proper use of the buildings and grounds and minimise the number of on-site accidents, slips or falls.

**KEY ACCOUNTABILITIES:**

**Security and maintenance of building**

1. To ensure that the agreed procedures and systems for opening and locking the Centre are fully implemented.
2. To alert the appropriate person to any risk to a breach of security and deal with any incident affecting security as directed.
3. To patrol the site inside and out to check for and report hazards, damage and intruders on a regular basis and address them, when appropriate.
4. To ensure that lighting and other systems are tested regularly and kept in good working order; reporting any technical/ specialist faults to the appropriate agency.

5. To supervise on-site contractors regarding access to the site, monitor and log the progress of the work and ensuring that work is carried out to the required standard.
6. To carry out basic gardening jobs to ensure the safety of the outside environment for all in the centre, particularly the children.
7. To identify areas for improvement and carry out such minor maintenance work and repairs which do not require the employment of a contractor.
8. To participate in fire and evacuation drills and serve as a Fire Marshall.

**Cleaning Duties**

9. To order, take delivery of and/or collect and store necessary materials.
10. To keep necessary records associated with cleaning/maintenance routines.
11. To pick up and remove discarded litter/ leaves on a regular basis.
12. To remove and report graffiti to the appropriate person.
13. To ensure that all ground surfaces are safe from spillages and trip hazzards both internally and externally for children, families and staff.
14. To clean the toilet areas when required.
15. To work with cleaning staff to ensure the replenishment of paper towels, toilet paper and soap/antibacterial gel throughout Centre facilities.

**Repair and Maintenance**

16. To ensure alarm systems are kept in good order by regular testing.
17. To carry out repairs and maintenance tasks quickly and efficiently e.g. locks, windows, gutters and paintwork, where appropriate.
18. To report immediately any damage or defect(s) affecting the safety of the site and grounds to the Head of Finance and take remedial action wherever possible.
19. To access the roof to ensure drains and roof area are clear.
20. To undertake regular checks of water quality and supply.
21. To prioritise and undertake the programme of minor works at the Centre, taking into account urgent need and health, safety and well-being issues.

**Portering**

22. On a daily basis, to set up rooms as required for events and sessions at South Acton Children's Centre.
23. To undertake any necessary portering duties in line with correct handling policies, such as moving tables and chairs for activities.
24. To manage and assist with deliveries to the Centre ensuring the proper storage and distribution of all goods after receipt.

**Other**

25. To attend staff and supervision meetings, attend professional Forums and training events/courses as directed.

26. To ensure the Council's policies on Equality and Diversity are reflected in day to day practice and behaviour with colleagues, members of the public and external agencies, etc.
27. To apply best practice in Health and Safety in the workplace in collaboration with other members of the team.
28. To undertake other tasks commensurate with the level of the post which, from time to time, may be necessary.
29. When required, to cover weekend and/or evening meetings and lettings for the Centre.

**KEY PERFORMANCE INDICATORS:**

- Low incidence of reported accidents, slips and falls on-site.
- To achieve or exceed a "Strong" rating for site management in customer-based surveys.
- To achieve "Strong" or "Exceptional" in relevant assessment processes including Ofsted and Council-led inspections.

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Children and their families
- Staff
- Visitors to the Centre
- Cleaning and other contractors

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

- There are no direct reports.
- Postholder follows established site management policies, procedures and protocols.
- Day to day control of materials and supplies; no direct financial responsibilities.

## PERSON SPECIFICATION

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

**ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:**

1. Ability to relate to and interact with a range of people from diverse communities including children and their families, staff and visitors to the Centre.

2. Ability and willingness to work flexibly and adapt to the business needs of the Centre. This will include being the Centre's on-call contact and occasional evening and weekend work (by prior arrangement).

3. Ability to organise own workload and work independently without supervision.

4. A friendly, courteous and helpful approach with children and their families, staff and all visitors to the school.

5. Ability to liaise with and supervise the duties of cleaners /contractors who are on site and communicate any issues to the Head of Finance.

6. Ability to carry out repairs, maintenance and security tasks.

7. Ability to maintain confidentiality over matters relating to the Centre, children and their families, staff and/or visitors.

8. An understanding of health and safety legislation and regulations and a proactive approach to managing health & safety on the site.

9. Ability to communicate effectively both orally and in writing.

10. Ability to adhere to and implement the Council's Equality and Diversity policy.

11. Willingness to undertake appropriate training, as directed.

**ESSENTIAL QUALIFICATION(S) AND EXPERIENCE:**

12. Experience of working in a caretaking role.

13. Experience of undertaking repairs and maintenance tasks.

## Competency levels

The list below states the level needed in each competency for effective performance in a role.

1. Role requires a generally low level of competence. It may only require an **awareness of this competency,** or may provide experience to operate at a higher level.
2. Role requires a moderate level of competence, the ability to **cope with standard problems/common situations,** and competence at day-to-day application.
3. Role requires a high level of competence, the ability to **cope with unusual/non-standard problems and issues, and awareness of alternative options** and approaches to situations. Requires ability to guide or advise others in this area and is able to look ahead and anticipate future needs.
4. Role requires an exceptional level of competence and advanced application. Requires ability **to develop innovative approaches, stretch others' thinking and challenge them to excel** by setting exceptional standards.

**Results focus:** Sets and delivers stretching targets, in line with the Corporate Plan & Priorities and with Ealing's standards and procedures; seeks and takes responsibility for enhancing performance; does what is necessary to achieve the required output, rather than just performing a set of tasks. **Level 2**

**Customer focus:** Actively seeks to identify, understand and give priority to meeting customer needs. Acts in accordance with the needs of customers (external or internal), partners and the wider community. **Level 3.**

**Job expertise:** Has the necessary technical and professional knowledge and expertise, and uses it effectively. The areas of job expertise required vary significantly between services and between roles. The areas required in any specific role must be discussed with individuals. **Level 3**

**Communication:** Uses clear language that can be understood by mixed audiences. Communicates effectively (speaking, listening, in writing and when presenting), as required. **Level 2**

**Change orientation:** Looks for and proposes ways to improve service and will, if necessary, challenge the status quo to produce improvement. Shows initiative, and adapts to change requirements, by continually striving to improve processes, activities, and own performance. **Level 2**

**Managing self:** Effectively organises self and projects as required, using Ealing systems, processes and policies. Can describe own strengths, development needs, impact and approach. Takes personal responsibility for own role and own development as a result. **Level 3**

**Working in teams:** Co-operates with others, by working together, supporting and influencing colleagues, and being a part of a range of teams as appropriate. Shares information with colleagues and partners to enable them to carry out their roles more effectively. **Level 3**