

Job Description

Job Title:	Caretaker
Reports To:	Assistant Centre Manager- Funding & Digital Inclusion
Direct Reports:	N/A
Job Purpose:	To be responsible for the day to day maintenance and preparation of the community facility set up for service users. Ensuring the safe use of the building and providing support to the centre's team.

Key Responsibilities

- To provide a caretaking service for all communal areas within the centres including lift, activity rooms, waste facilities, meeting rooms and office space. Preparing rooms for functions, events and activities as listed on the centre's daily bookings sheets
- To use cleaning equipment as required and ensure all health and safety legislation and policies are adhered to.
- Cleaning and sanitisation of public areas and meeting rooms in between hirers to ensure Covid 19 safety and infection control.
- Ensure all rooms are fit for purpose on time for the hirers requirements including any cleaning, setting up of equipment and refreshments.
- To maintain and litter pick the grounds, astro pitch and MUGA in the immediate area of the facilities, keeping grassed and bedded areas (i.e. areas not covered by the Grounds Maintenance or MCC contracts if applicable) neat and tidy.
- . Ensure the safety of service users. To deal effectively with any issues of misconduct of service users report to the relevant manager on duty.
- Be familiar with the operation of closed circuit television and security equipment.
- To be proactive in reporting any faults relating to security matters to the Duty Officer
- The ensure secure lock down and alarm setting for the building when required.
- To open buildings and disable alarms when required.
- To carry out basic repairs as and when required.
- To provide reception cover as and when required.

People Management

- To work alongside colleagues to ensure quality services are delivered in the centre.
- To work with customers on their function and event needs
- Contribute to business-wide projects and improvement activities as and when required

Budget & Financial Responsibilities

- To ensure VFM is used when ordering goods and services for the maintenance of the centre.

Organisational Responsibilities

- To attend all training required appropriate to the role.
- To actively take part in organisational initiatives including the staff conference, IIP or Customer Excellence.

Decision Making

- Carries out duties and makes decisions in line with WCHG's policies and procedures.
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels.
- Plans and organises own work load to meet deadlines in line with the departmental service plans.
- Resolves day to day issues, or identifies matters that require escalating.

Health and Safety Responsibilities

- To attend regular Health & Safety Training opportunities
- To regularly check the building and surrounding areas for faults and repairs and ensure that the repairs log is updated.
- Report any risks to the duty officer in charge.
- Report any accidents to the duty officer in charge to ensure that all relevant documentation has been completed.
- To work within the WCHG's policies and procedures at all times and be compliant and understand all routes of reporting including Critical Incident and Near Miss reports.
- To follow Safeguarding reporting processes and policy at all times.
- Works within Government Guidelines in relation to Covid-19 and social distancing both personal and in the presence of others.

Flexibility in working hours or pattern

- Ability to work flexibly when required to meet the needs of the service.
- Ability to represent WCHG at events.

General

- Deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures
- Demonstrate equality and diversity as an integral aspect of working for WCHG by respecting colleagues at all times.
- To implement and positively promote equal opportunities in service delivery and employment practices
- To undertake training and attend meetings as required and as directed by the line manager

- Ensure compliance with relevant legislation at all times
- To assist senior management in the preparation of reports and providing performance information in a timely manner
- To carry out any other duties which are consistent or commensurate with the role and/or as directed by senior management within the business.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Key Team Relationships

- **Centre Team**

Key Internal working relationships are with:

- **Community Development and WCHG Colleagues**

Key External working relationships are with:

- **External agencies**
- **Private hirers**
- **General public/customer**

Essential Training

- Fire Safety Awareness training
- Manual Handling training
- Cyber Security and GDPR training
- Equality and Diversity training
- Safeguarding training
- Carbon Literacy training
- DSE Awareness
- H&S Awareness Training