

Job summary

Role title: Caretaker and Cleaner

Department: Community Centres

General description of role

The postholder will be required to work as part of the Woodhatch Community Centre team, in the role of caretaker / cleaner, as well as assisting with general tasks as required. They will be responsible for ensuring the building and its surroundings are kept clean, tidy and in good condition. They will be responsible for setting up rooms for different bookings, often with short room turnaround times. They will have a flexible approach and be a strong team player.

This is a 25 hour a week role. The standard pattern for this role at the centre is 5 hours per day Monday to Friday. The hours of work may vary depending on lettings, to include evening and weekend working when required and agreed with the post holder.

Responsibilities of role

- Maintain the building and surroundings to high standard of cleanliness and decoration. Responsible for keeping the car parking areas free of litter, the garden tidy and maintained.
- Complete Centre visual health and safety checks daily and reporting any faults to the Centre Manager or Centre Assistant.
- Complete weekly cleaning records as required
- Prepare the Centre for the various lettings as directed and remain on site during the lettings. Make the Centre ready for the next day after the lettings.
- Prepare refreshment trollies if required by hirers.
- Be conversant with and regularly test the fire and security system. To be a fire warden in the event of an incident.
- Be a key holder and be available to open and close the Centre when required and ensure that it is left secure when not in use. To be able to take sole charge of the centre for evening and weekend club and private lettings.
- Provide assistance to Centre users to ensure their comfort, safety and welfare. To provide first aid if a situation arose.
- Undertake simple DIY tasks and decorating.
- Instruct hirers in the use of Centre equipment.
- Monitor supplies, place orders, accept and check deliveries and arrange neat, safe storage.
- Assist the manager as required, showing a high degree of flexibility, in all things to ensure the good running of the Centre.
- Be committed to customer care and take pride in helping to provide a happy and well-run facility as a strong team player.
- To complete training as required for the role or development purposes.
- To be willing to work at other Centres on an ad hoc basis should the need for cover arise.

Person specification

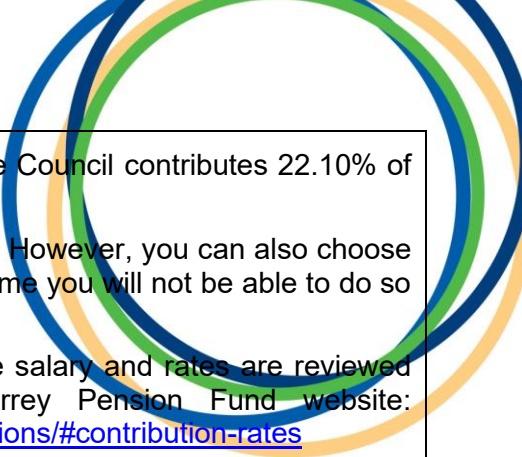
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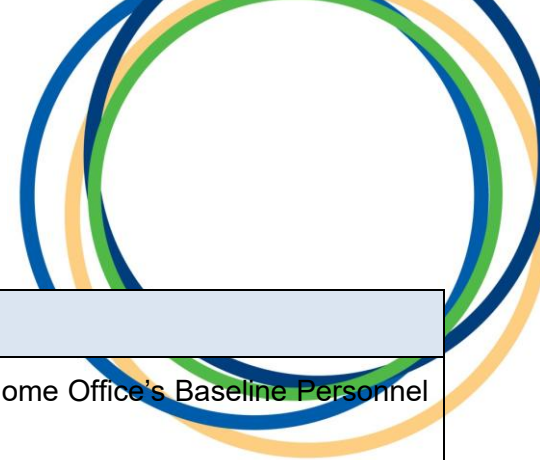
Selection and Interview Criteria		Criteria importance E = Essential P = Preferred
Qualifications		
Manual handling, or willingness to train.		E
First aid certificate, or willingness to train.		E
COSHH training, or willingness to train.		E
Experience and achievements		
Experience of working in a similar caretaker/cleaner role for at least 1 year.		E
Experience of working in a team to achieve shared objectives and meet high standards.		E
Experience of stock supply management including ordering.		P
Experience of maintaining work logs and safety check records daily/weekly/ad hoc.		P
Experience of doing DIY, decoration, and small repair tasks to a high standard.		P
Role required competencies and behaviours		
Communication. Ability to communicate to other team members what has been done/needs to be done both in writing and verbally. Ability to communicate to hirers the safety requirements of the building and how to use equipment on site. Ability to communicate with centre users with respect and empathy.		E
A flexible and adaptable approach. Ability to change approach and plans when circumstances change on the day or during the week, re-prioritise tasks and work with the wider team.		E
Teamwork and collaboration. Ability to work as part of a team to complete shared tasks which may be completed by a number of staff across different shifts. Ability to collaborate on how best to approach a task and feedback to colleagues in a supportive manner.		E
Corporately required personal qualities and behaviours		
Innovative		E
Supportive		E
Flexible		E
Positive		E

Summary of employment package

Place of work	The role will be primarily based at the community centre to which the postholder is assigned - one of: Banstead; Woodhatch; Horley. We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
Salary	Graded Operative , the full-time salary will be in the region of £25,581 per annum dependent upon experience. This is pro-rata based on the hours of this role. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
Duration of contract	The contract will be offered on a permanent basis.
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
Hours of work	Hours of work are nominally 25 per week. This may on occasion include evening and weekend work to accommodate lettings and activities at the Centre. Shift patterns are decided at centre level by the centre manager, in consultation with the post holder.
Employment Benefits	
Flexible working	Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs. Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.
Annual leave	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period, subject to local arrangements where the centre may be required to open on that date.



Pension	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day. Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates
Training and development	The Council actively encourages continued professional development and talent development. Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.
Car parking / Travel loan scheme / Cycle Purchase Scheme	Woodhatch Community Centre provides parking on site for all staff working at the centre. We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis. The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).
Employee discounts	All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more. Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.



Other Conditions	
Pre-employment checks	Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS): • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • medical clearance (as manual handling is an intrinsic requirement of the role) • basic DBS check
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly. Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

