

 Richmond and Hillcroft Adult Community College	JOB DESCRIPTION
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POST	Caretaker
DEPARTMENT	Estates
GRADE	£18,405-£23,732
REPORTS TO	Facilities & Estates Manager
DIRECT REPORTS	None
WORKING PATTERN	36 hours per week

About the College

We welcome over 7000 learners to our college each year. Our learners reflect our community. They come from all abilities, backgrounds, ages. Our curriculum is equally diverse - we offer over 2000 courses of excellent quality across multiple disciplines.

We are dedicated to closing the achievement gaps between the most advantaged and disadvantaged adults in our community. We are proud of our specialist courses which help adults get into university within a year; plus our women-only offering which helps women get back into learning and employment.

Our college extends over two beautiful campuses in Richmond and Surbiton, with dedicated art and business schools, a 120-seat theatre, offices, classrooms, workshops and kitchens. As well as a newly created co-working space. We are ambitious for the future of the college. Plans are in place to design and build a new purpose built teaching centre at our Surbiton campus by 2022.

About the Role

Our caretaker team plays a critical role at the college by providing safe, secure and welcoming spaces for our college community. Caretakers report to the Estates and Facilities Manager and provide caretaking services for both of our campuses – in Richmond and Surbiton.

The responsibilities of the role are set out below, across four areas: Day to day activities; General maintenance; Health and safety; and Administration.

1. Day to day activities

- To deliver timely, high quality service in order to support the work of the College in meeting the needs of learners, staff and other clients. E.g. timely room layout for classes, events etc.
- To monitor and respond to request logged on the Estates Help Desk system
- To understand customer needs and provide the highest levels of customer service to internal and external parties. Timely responses to requests.
- To manage deliveries.

- To effectively co-ordinate with other internal teams e.g. IT and Learner Services teams.
- To liaise with and oversee contractors as required. Please note – we have onsite contract cleaning, catering and security teams.

Key measure: The campuses run smoothly and the caretaker team receives excellent feedback from all users of the spaces. Requests are dealt with promptly and effectively.

2. General maintenance

- To undertake general maintenance tasks such as painting, decorating, as required.
- To undertake minor repairs drawing on any specialist skills e.g. carpentry, simple electrics, plumbing.
- To assist with the effective maintenance of campus gardens and grounds.
- To contribute to the on-going programme of maintenance and decoration (planned programme of maintenance).
- To contribute to small projects designed to enhance the campuses e.g. reception/room upgrades.
- To undertake tasks requiring DIY/Trade skills including plumbing, measuring, cutting, painting and decorating, light bulbs changing, etc

Key measure of success: Campus sites and grounds are well maintained. Positive feedback from users of college.

3. Health and Safety

- To support the Estates and Facilities managing in ensuring that all Health and Safety requirements are met and recorded
- To carry out and log health and safety and compliance checks as per required schedules. On a timely basis.
- To undertake risk assessments with support from the Estates and Facilities Manager.
- To support the Estates and Facilities managing in ensuring that our campuses remain covid-safe.
- To be familiar with and follow all relevant policies and procedures
- To act as Fire Marshal and support in co-ordinating fire evacuations – both planned and unplanned.
- To act as a first aider.

Key measure of success: Health and safety checks are carried out consistently and thoroughly. All compliance standard are met or exceeded.

4. Administration

- To monitor and update the helpdesk system on a timely basis.
- To create requisitions on the purchasing system.
- To keep electronic and paper records up to date.
- To log and report accidents, incidents and near misses.
- To assist in the preparation of other reports, as directed by your manager.
- Good knowledge of Microsoft products required.

Key measure of success: All records are complete and maintained on a timely basis.

Work pattern

- 36 hours per week, across 7 days. Rota system in place.
- Infrequent emergency response in the event of out of hours incidents may be required. This will be compensated separately.

Key skills

- Good knowledge and experience of caretaking in a similar organisation.
- Self starter, motivated and committed.
- Excellent customer service.
- Able to work within a team or on own initiative.

General Duties

- To commit to ongoing professional development by undertaking job related training
- To contribute to the planning and development of the service as a member of the team
- To have a duty of care to yourself and others regarding Health and Safety issues and ensure that the College's Health & Safety Policies and Procedures are implemented
- To actively promote the College's Equality & Diversity policy, encouraging staff awareness and participation in all areas
- To actively promote the College's safeguarding policy and be aware of your responsibilities to report concerns
- To carry out duties pertinent to the scope of the post as directed by the Principal or other senior managers of the College

PERSON SPECIFICATION

The successful candidate will fulfil the following essential requirements, and will also ideally hold the desirable attributes.

	ESSENTIAL	DESIRABLE	LIKELY TO BE ASSESSED BY: I – Interview AF – Application form T – Task
QUALIFICATIONS			
A full clean driving licence.	✓		AF & I
Qualified first aider or prepared to undertake a first aid training	✓		AF & I
Qualified fire marshal or prepared to undertake fire marshal training	✓		AF & I
Other relevant qualifications/ professional development: E.g. manual		✓	AF & I

	handling, working at heights, asbestos awareness, customer experience.			
	SKILLS			
	DIY/Trade Skills including plumbing, measuring, cutting, painting and decorating, light bulbs changing, etc	✓		AF & I
	<p>Top people skills</p> <ul style="list-style-type: none"> • Ability to communicate with diverse range of people including students, staff, contactors and other stakeholders. • Experience of working effectively as a member of a team with minimum supervision in order to carry out tasks 	✓		I
	<p>Customer Service</p> <ul style="list-style-type: none"> • Experience of working in a similar customer facing and/or site management environment • Experience and confidence in working on own initiative to solve customer complaints and issues 		✓	AF & I
	<p>Adaptable</p> <ul style="list-style-type: none"> • Ability to respond quickly and appropriately to solve problems as they arise 	✓		AF, I & T
	<p>IT Skills</p> <ul style="list-style-type: none"> • MS Office suite, Helpdesk software 		✓	T
	EXPERIENCE / KNOWLEDGE			
	Experience of working within similar estates and facilities.		✓	AF & I
	A commitment to Equality and Diversity, Safeguarding and Health and Safety.	✓		I