

Frome Town Council
Job Description
Cleaner/Caretaker Supervisor

This is a permanent, part-time contract.

Grade: SCP 7

Hours of Work: 21.5 hours per week (Working pattern to be agreed). Including some weekend work; and work on Bank Holidays

Leave Entitlement: 25 days plus public holidays (inclusive of 2 extra statutory days) pro rata for part time

Responsible to: Marketing & Communications Manager

Frome Town Council (FTC) branded uniform and suitable PPE will be directly supplied by the Council and be worn when on duty.

The purpose of the role

Frome Town Hall is central to all our ambitions and expectations for the town. For all these reasons, it's essential that we maintain the building to the highest standards and that we look after it for the future. The post holder will be required to proactively and independently look after all facilities and approved subcontractors to ensure the building remains clean and is maintained. The post holder will make sure that the Frome Town Hall meets the needs of all users be they Frome Town Council staff, tenants, people renting meeting rooms, or people renting event spaces.

Key relationships

Build and maintain productive working relationships with:

- People using and visiting the Town Hall, including members of the public; community & volunteer groups
- People attending events in the building
- FTC Councillors and colleagues
- Contractors working in and around the building

Main responsibilities and keys tasks

The cleanliness and general upkeep of the Town Hall (including day to day repairs):

- Cleaning and maintaining Frome Town Hall to a consistently high standard
- Undertaking identified repairs and maintenance by arrangement with Line Manager
- Identifying and suggesting repairs and improvements
- Checking and responding directly to checklists
- Supporting Town Hall events

- Using your own initiative within the broad guidelines of Council policy
- Assisting with town events, including events on FTC sites; and events organised or supported by the Card
- Respond appropriately to emergencies or urgent issues as they arise
- Being a responsible key holder for the Town Hall
- To liaise with line manager to supervise the cleaner caretakers

General

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

A flexible approach to working evenings and weekends is required, although this will always be with as much notice as possible. Likewise, some Bank Holidays.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, providing assistance to others in covering holiday periods, sickness and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within the Town Council as outlined in the NJC Pay & Conditions of Service and Council's Constitutional Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development

Person Specification

Town Hall Cleaner/Caretaker Supervisor

Qualifications – essential

Full driving licence

Qualifications – desirable

7 to 4 in English & Maths at GCSE level or equivalent

Knowledge and skills – essential

- A friendly, courteous and helpful manner
- Excellent people skills – creating strong relationships with a wide variety of groups and individuals
- An ability to be calm under pressure and communicates effectively with all users of the building
- An ability to deal with tasks in an organised way – and as swiftly and effectively as possible
- A thorough approach to work – and a keen eye for detail
- Competence with common electrical & manual hand tools; and experience of day to day building repairs
- Working knowledge and understanding of Health & Safety compliance requirements; and of producing risk assessments for day to day tasks

Experience – essential

- Practical experience of cleaning busy buildings

Experience – desirable

- Supervising a small team

Personal attributes – essential

- A ‘can do’ attitude and a willingness to get your hands dirty!
- Integrity
- Ability to manage time and workload effectively
- Ability to use initiative and to be self-motivated
- Ability to develop good working relationships and work as a member of a team
- Ability to communicate at different levels within the Council and wider community
- Creative problem-solving ability
- Curiosity and a willingness to learn