

## Role Description

<b>Role title</b>	Facilities Caretaker
<b>Directorate</b>	Regulatory & Operational
<b>Reporting to</b>	
<b>Grade</b>	EST14
<b>Evaluation ref</b>	SCG1384
<b>Role Purpose</b>  Undertakes various caretaking and security related duties at HQ sites. Physically responsible for opening and closing and deal with alarms.  Deals with minor maintenance (grounds and building) tasks and portering duties.  Assist with building compliance testing and incident control on site as necessary.	
<b>Key results area</b>	<b>Accountability</b>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</li> </ul>
Security and Keyholding	Open and closes on a daily basis, large Council HQ sites, including setting and unsetting of alarms, carries out security patrols, checks windows and doors during evening duties. Deals with immediate issues arising before notifying supervisor. Manages keypresses and has access to all areas of building. Plays an important role in maintaining building security at sites and responding to alarms. Supports services in managing security breaches in the building until the police arrive.
Compliance	Assists with testing of fire, bomb and other alarm systems as required to ensure building compliance. Undertakes routing testing of equipment and appliances to ensure their safe operation to agreed testing rotas. Assists with Health and Safety checks as required. Maintains record of checks and reports faults found.

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Health and Safety	Identifies and appropriately addresses Health and Safety issues discovered on site. Identifies severity of issues and appropriately rectifying, reporting and escalating issues found.
Maintenance	Undertakes basic maintenance tasks, such as adjusting self closers, toilet flushes, tap washers, fixing key safes, shelving/racking, using hand held tools and power tool such as screw driver, spanner, drills, measuring equipment etc. Carries out minor repairs to furniture, office fittings and occasionally office fabric. Health and safety line painting.
Grounds Maintenance	Carries out daily maintenance on the grounds including sweeping, clearing leaves and litter collection. Operates a selection of garden tools and equipment. Carries out path treatment and snow clearance when required.
Car Parking	Deals with practical car parking issues at sites where Traffic Regulation Orders are not in place. Ensuring that parking is restricted to authorised personnel and visitors only. Ensures proper operation of barriers and associated equipment.
Incident Control	Assists with incident control during fire, bomb and security related incidents providing incident control, fire warden or first aid cover as necessary.
Portering/Deliveries	Carries out portering duties including delivering supplies, moving furniture and equipment and occasional errands to shops and suppliers. Drives light vans.
Complex Problem Solving	Dealing with/finding cause of alarm activations (fire and intruder), heating system problems, contractor issues, dealing with water leaks/break in and knowing who to contact to deal with urgent issues affecting building safety and continued operation. Undertakes dynamic risk assessments of situations.
Lone Working	Will be working alone for a reasonable amount of working week, when unlocking/locking buildings, travelling to sites, checking empty buildings.
Contractor Management	Shows external contractors around buildings which they are unfamiliar with. Ensures contractors are working in a safe and compliant fashion, reporting to supervisor any issues observed.
Customer Service	Deals with staff, partner organisation and public during the course of the role. This could be all levels of staff (up to and including Chief Executive, Directors and Councillors as necessary) on any building issue or problem using acquired knowledge and initiative to provide information to customers. Deals with external partner organisations/tenants who co-locate in buildings as well as the public.
Area Cover	May be deployed to other facilities management work bases across the County to provide cover for holiday, sickness and training.
<b>Dimensions of role</b>	

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The Facilities Caretaker needs to be familiar with multiple HQ buildings operated by Somerset Council. This including access arrangements (keyholding, alarms), tenants, the type of FM service being provided, alarm testing procedures and times. These buildings vary in size and complexity and some are multi let. The Caretaker will need to travel to buildings.

Work is day to day and reactionary by nature but manages own workload.

Regular interaction with staff, contractors, and elected members and external agencies to pass and receive information. Daily contact with manager, supervisor. Regular contact with other service areas within the council.

This role does not have any budgetary responsibility and does not manage any staff.

### Qualification/ Knowledge / skills / experience

#### Qualification

##### Essential

- 6 months experience in similar caretaking/security role
- Current driving licence (Car)
- GCSE qualifications in Maths and English (A-C)

##### Desirable

- NVQ or similar qualification in a building trade, such as plumbing, carpentry etc

#### Knowledge

##### Essential

- Articulate – ability to communicate clearly
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016)

##### Desirable

- Competent in the use of MS Office

#### Skills

##### Essential

- Numerate
- Good interpersonal skills
- Flexible and adaptable
- Commitment and enthusiasm
- Self-motivated and self-aware
- Attention to detail

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- Ability to work independently as well as team player
- Confidentiality, tact and diplomacy
- Flexibility to travel to other offices with short notice

### Notes

#### Working conditions:

The role must be a trained First Aider and Fire Warden. Travelling to other sites as required.

Work is of a physical nature involving periods of walking, standing, manual handling, climbing ladders and kneeling.

Lone working whilst accessing unoccupied buildings using keys and alarm codes, conducting dynamic risk assessment for any signs of break ins or problems before proceeding. Staff required to use Lone Working system. Could be lone working both inside and outside of buildings.

There is exposure to noise and dirt.

Operates variety of power tools.

Risk to personal health arising from some cleaning duties such as having to clean up vomit and both human and animal faeces and dealing with needles/sharps. Use of PPE.

In the event of an emergency incident including a fire, bomb or security related incident which warrants the long-term evacuation of the Hub building, the postholder will be expected to assist with the evacuations and remain on duty until arrangements have been made to enable staff to get home.

#### Working arrangements:

Working arrangements vary based on the site requirements  
Some teams require shift working (3 week rota), depending upon site opening and closing requirement.

Example: Week 1 - 7am until 3pm, Week 2 - 12 noon until 7.30 pm (or end of last meeting) and Week 3 - 8.30 am until 5pm

Some teams require the following pattern;

- 6.30am to 3pm Monday to Thursday, 6.30am to 2.30pm Friday
- 11am to 7.30pm Monday to Thursday, 11.30am to 7.30pm Friday
- Postroom cover between 8am to 5pm daily

## Role Description

	<ul style="list-style-type: none"><li>• Back-office reception cover 8am to 5pm Monday to Friday</li></ul> <p>Work unsupervised on security duties outside of core hours (Monday to Friday 8.30am to 5pm).</p> <p>Some teams require fixed hours 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm with an hour for lunch, time to be agreed with the local manager.</p>
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