



**TRAFFORD &
STOCKPORT**
COLLEGE GROUP

Job Description and Person Specification

Caretaker

Job Description and Person Specification – Caretaker

JOB TITLE:	Caretaker
DEPARTMENT:	Premises
RESPONSIBLE TO:	Estates Team Leader
RESPONSIBLE FOR:	N/A
GRADE/SALARY:	Business Support 3/4

OUR PURPOSE AND VISION

‘Unlocking Potential, Fostering Success’

To be a leading provider of education and skills that supports community cohesion and drives local and regional productivity.

Our Values

Ambitious	We set high expectations and standards for students, colleagues and our communities, striving for excellence in all that we do.
Resilient	We believe that every challenge is an opportunity to learn, develop and become stronger.
Collaborative	We work together, support one another, share ideas, and encourage success.
Inclusive	We value individual difference and creating an environment where everyone has the same opportunities
Respectful	We allow ourselves and others to grow by treating each other with thoughtfulness and an open mind.

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JOB PURPOSE

1. To ensure a safe and welcoming environment to users of the Trafford College Group premises by providing an efficient, effective and customer focused site operations service to all users.
2. To assist other Caretakers, Maintenance Officers / Technicians and the Estates Team Leaders with their daily tasks.
3. To support the Customer Service Team in the provision of an efficient postal and parcel handling service to all users.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide a pleasant, safe and clean working and learning environment across the Group's campuses.
2. Ensure Group vehicles are maintained.
3. To identify areas of the premises that require improvement and undertake basic D.I.Y. tasks – subject to appropriate training.
4. Effect simple routine maintenance, including grounds maintenance, minor repairs and, if necessary, report requirements for more serious repairs to the Estates Services Team Leader or Maintenance Officer.
5. Advise and direct visiting contractors (eg window cleaners, trades persons, delivery persons) regarding work requirements, where appropriate.
6. Undertaking general caretaking duties such as moving furniture and equipment and setting up classrooms and office accommodation, as required by the College Group on any of its premises including evenings, weekends and planned events e.g. open evenings and emergencies.
7. Ensure adequate heating throughout the building, reporting any faults to the Maintenance Officer or Estates Services Team Leader.
8. To check, replace and record faulty lamps and fluorescent tubes as required on a regular basis.

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9. To carry out monthly checks on emergency lighting systems as indicated in the procedure and record the results on the appropriate check sheet.
10. To carry out checks of fire extinguishers and complete necessary paperwork.
11. Undertake cleaning duties both inside and outside of Group buildings, including all entrances, fire exits and all glazing at least weekly or as and when directed by the Estates Services Team Leader.
12. To collect and remove all rubbish as required from each floor during the cleaning operation and throughout the shift as needed depending on the profile of the area.
13. To carry out specific emergency cleaning duties throughout the shift, as required.
14. To support the Cleaning staff and the Estates Services Team Leader, by ensuring that College cleaning equipment and materials are used in a safe manner.
15. To follow emergency procedures relating to gritting / clearing car parks and entrances during periods of snow, ice or other inclement conditions.
16. To undertake First Aider Training and to act as a First Aider as and when appropriate.
17. To take responsibility as a Fire Marshal and to carry out this function as designated by the Estates Services Team Leader and Health & Safety Officer.
18. To offer assistance and support to the Security staff as and when required, and in such instances as carrying out fire marshal duties.
19. To carry out driving of the Group vehicles as required providing the appropriate licence is held.
20. To carry out basic maintenance checks and regular cleaning of the Group vehicles as directed by the appropriate procedure.
21. To keep the Estates Services Team Leader informed of any problems relating to the Group vehicles.

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22. Advise the Estates Services Team Leader on necessary ordering of materials and equipment.
23. Participating in appraisals and undertaking staff development as necessary.
24. To set up designated rooms for examination purposes or external bookings as directed by the examinations timetable or weekly diary and return the room to its original condition after the examination / event is finished.
25. To check examination furniture and inform the Estates Services Team Leader of any defects or problems, and where possible undertake minor repairs.
26. To liaise with the Customer Service Team to ensure timely collection and delivery of postal items in accordance with agreed procedures.
27. To provide appropriate support to business continuity and lockdown processes.
28. To carry out any other duties that may be reasonably required, commensurate with the grade at the initial place of work or at other locations within the Group's catchment area.
29. To ensure that all duties are carried out with due regard to Health & Safety, and that all Health & Safety requirements are met.
30. To complete all work requests and other paperwork in an accurate and timely manner, and in accordance with all policies and procedures.
31. To act as part of the fire team and respond to fire alarms and carry out all other duties relating to emergency evacuations as directed by the Group emergency evacuation procedures.
32. To respond to emergency situations and assist with the Group Emergency Plan.
33. Respond to First Aid requests as required and ensuring that training and certification are kept updated.
34. To respond to floods and spillages around the site, as required, including any out of hours call outs.
35. To operate in accordance with Group policies at all times.

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- 36. Undertake development activities leading to improvement in the department's quality and customer care systems and the development of service culture.
- 37. To meet customer service standards and report any factors which may risk standards being met.
- 38. To ensure that an efficient, courteous and welcoming service is provided at all times.

GROUP RESPONSIBILITIES:

- Adhere to all Group policies and procedures.
- Behave in accordance with the Groups' Values
- Work flexibly in the interests of the service (this may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities).
- Travel between different sites of the Group as required.
- Actively participate in performance reviews at regular intervals in accordance with Group procedures.
- Undertake training courses organised by the Group where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements.
- To undertake risk assessments and comply with the Groups risk management audit requirements.
- Behave in a manner that ensures the security of property and resources.
- Demonstrate consistently high standards of personal and professional conduct as defined in Staff Code of Conduct Policy.

Safeguarding Children and Vulnerable Adults:

- The Group is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent, and must be

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eligible to work in the UK.

- We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the Group. This is in line with statutory guidance Keeping Children Safe in Education, we expect all staff and volunteers to promote the welfare of children and vulnerable adults within the Group and to share this commitment.
- If this position is classed as Regulated Activity, it is subject to an Adult & Child barring check.

Equality and Diversity:

- Demonstrate commitment to the Equal Opportunities Policy, to work positively and inclusively with colleagues so that the Group provides a workplace and delivers services that do not discriminate against people on the grounds of their age, gender, sexual orientation, marital status, race, religion, nationality, ethnic origin or disability.

Health and Safety:

- To promote health, safety and welfare throughout the Trafford & Stockport College Group.
- To undertake their duties and responsibilities in full accordance with Trafford College Group's Health and Safety Policy and Procedures.

Review

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that over time, the nature of individual jobs will inevitably change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Corporation will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

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PERSON SPECIFICATION – CARETAKER

ATTRIBUTES	ESSENTIAL	DESIRABLE
Values and Behaviours		
Be bold in all that we do, pushing the boundaries to ensure that our staff and learners reach their full potential.	✓	
Be ambitious for ourselves and our learners. Set high expectations and standards and strive to achieve excellence in all that we do.	✓	
Appreciate your own strengths whilst demonstrating respect for others, treating people with thoughtfulness, dignity and an open mind.	✓	
Collaborate, share ideas, encourage each other to succeed and work together in a supportive environment to achieve our goals.	✓	
Professional, be honest, reliable and polite to create a positive image of the College while demonstrating the highest standards of work.	✓	
Qualifications		
Literate and numerate to Level 2, minimum Grade C, or equivalent.	✓	
First Aid qualification or willing to work towards.	✓	
Health & Safety training e.g. SPA Passport scheme, IOSH Working Safely or similar.		✓
Experience, knowledge and Skills		
Experience of working in a fast-paced, customer facing role.	✓	
Previous experience in a similar role.	✓	
Experience of working in a large, busy and varied environment.	✓	
A demonstrable commitment to support the College's agenda for safeguarding and promoting the welfare of children and young people.	✓	
Experience of working in an educational environment.		✓
Good understanding of the benefits of a pro-active, customer responsive service.	✓	
A clear focus on customer needs.	✓	
A commitment to the promotion of Equality of Opportunity.	✓	
Self-motivated and committed to excellence.	✓	
Enthusiasm and confidence.	✓	
A demonstrable commitment to outstanding customer care.	✓	
Physically fit as manual handling is a requirement.	✓	
Reliability and commitment.	✓	
Ability to work as an effective team member or individually.	✓	
Full driving licence.	✓	
Able to develop and maintain excellent working relationships internally and externally.	✓	
Basic Microsoft Office Skills.	✓	

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Flexible in approach to work.	✓	
Ability to clean in a large and varied environment.	✓	
Ability to work under pressure and to deadlines.	✓	
Ability to perform basic DIY tasks.		✓