

Job Description

Job title	Caretakers
Directorate	PLACE : Regeneration, Culture and Environment
Division	< Medway Adult Education >
Range	MPR 2
Reports to	Operations Manager

Main purpose of the job:

To provide caretaking, site maintenance and facilities support services across Medway Adult Education centres, ensuring that buildings, grounds and learning environments are safe, secure, clean, welcoming and fit for purpose for learners, staff, visitors and contractors.

To support the effective delivery of adult education programmes by undertaking routine maintenance, health and safety checks, site security duties and general caretaking tasks in accordance with Medway Council policies and procedures.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

- Ensure Adult Education buildings, grounds and external areas are maintained in a safe, clean and secure condition at all times.
- Undertake routine site inspections and report defects, hazards and maintenance requirements promptly through appropriate procedures.
- Carry out minor repairs, maintenance and DIY tasks to fixtures, fittings, furniture and building fabric where appropriate and within competency levels.
- Maintain entrances, pathways, access routes and car parks, including leaf clearance, litter removal and gritting during adverse weather conditions.
- Undertake basic grounds maintenance duties including lawn mowing, weed removal and general upkeep of outdoor areas.
- Carry out routine health and safety checks, including weekly fire alarm testing, emergency lighting checks and other building compliance inspections, maintaining accurate records as required.
- Monitor heating, lighting, alarm and security systems, reporting faults promptly and taking appropriate action where necessary.

- Open and secure premises in accordance with agreed procedures, ensuring doors, windows and access points are safe and secure.
- Assist with room set-up, furniture movement and portage activities to support curriculum delivery, examinations, events and community activities.
- Liaise effectively with curriculum staff, operational teams, contractors, visitors and learners to ensure facilities support the effective delivery of services.
- Monitor contractors working on site, ensuring work is undertaken safely and in accordance with agreed standards and site procedures.
- Support cleaning standards by undertaking routine cleaning duties when required to maintain a hygienic and welcoming learning environment.
- Assist with ordering site-related supplies, equipment, furniture and materials in accordance with organisational procedures.
- Maintain appropriate records relating to maintenance activities, inspections, statutory testing and health and safety requirements.
- Respond appropriately to emergencies, security incidents and facilities-related issues, escalating concerns where necessary.
- Demonstrate a commitment to excellent customer service and support a positive learning environment for all Medway Adult Education learners and visitors.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Operations Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Rochester and or Gillingham Adult Education centres], although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Good general level of education with GCSE equivalent in Maths and English at grade 9-4 (A*-C) or equivalent experience

Level B (in addition)

- Relevant Health and Safety, Facilities Management, Caretaking or Building Maintenance qualification, or equivalent experience.

Level C (in addition)

- Relevant vocational qualification in a building maintenance trade, facilities management or health and safety, or willingness to work towards one

Knowledge

Level A

- Understanding of basic building maintenance and caretaking duties.
- Knowledge of health and safety requirements within a workplace environment.
- Understanding of site security procedures and responsibilities.
- Awareness of safe manual handling practices.

Level B (in addition to A)

- Knowledge of fire safety procedures and routine compliance checks.
- Understanding of COSHH and safe use of cleaning products and equipment.
- Awareness of safeguarding responsibilities when working in an educational setting..

Level C (in addition to A & B)

- Knowledge of statutory building compliance requirements relevant to educational premises.
- Understanding of contractor management and facilities management practices.

Experience

Level A

- Experience of carrying out caretaking, maintenance or facilities-related duties including cleaning.
- Experience of undertaking minor repairs and practical maintenance tasks.
- Experience of working independently and managing daily workloads.

Level B (in addition to A)

- Experience of monitoring contractors and reporting maintenance issues.
- Experience of maintaining records and completing routine inspections.
- Experience of working in a customer-focused environment.

Level C (in addition)

- Experience working within an educational, community or public sector environment.

- Experience supporting health and safety compliance activities.
 - Experience contributing to service improvements and operational efficiency.
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Skills

Level A

- Good communication skills, both verbal and written.
- Ability to organise and prioritise workload effectively.
- Ability to work independently and as part of a team.
- Good customer service skills.
- Basic IT skills including email and record-keeping.

Level B (in addition)

- Ability to identify maintenance problems and take appropriate action.
- Ability to complete inspections and maintain accurate records.
- Ability to respond calmly and effectively to emergencies and unexpected situations.

Level C (in addition)

- Ability to coordinate multiple site-related activities and priorities across Adult Education facilities.
- Ability to make informed decisions regarding site safety and operational requirements within established procedures.