



WETHERBY TOWN COUNCIL JOB DESCRIPTION

Job Title: Town Hall Relief Caretaker

Responsible to: The Facilities Officer

Date Produced: October 2024

Standard Hours: Variable (usually between 15 and 40 hours per month.)

JOB PURPOSE

To provide a caretaker and customer care service to ensure the smooth and safe running of the Town Hall outside office hours.

Key Areas of Responsibility

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time, without changing the general character of the post, or the level of responsibility entailed.

1. Customer Service

- To be available to provide general assistance to hirers when they are loading and unloading to / from the Town Hall.
- Helping members of the public who contact the Town Council.
- Dealing with general queries by phone or from visitors to the Town Hall.
- Acting as an information desk when other staff are not available.

2. Facilities Management

- Setting up and clearing away of function rooms, to include lifting and moving of tables, chairs and other items of furniture.
- Checking of equipment hired before and at the end of each hiring session.
- Routine checks of all areas of the Town Hall before, during and after use.
- To clear blockages, remove foreign matter from sinks, toilets, drains, kitchen traps etc and clean up spillages as required.
- To empty internal rubbish bins at the end of each shift, ensuring it is securely placed in the building's external collection point.
- To ensure that a clear passage is maintained on fire escape routes.
- General cleaning and maintenance tasks to include:
 - Mopping of floors.
 - Polishing and dusting.
 - Cleaning of carpets and vacuuming.
 - Cleaning of kitchen and kitchen equipment.
 - Sweeping of inside floors and paved areas outside of building.
 - Replenishment of toiletries.



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3. Security

- To ensure that the Town Hall is empty, secured and locked at the end of the final session each day.
- To remain on site during all shifts, unless for emergency evacuation of building.
- To ensure that all reasonable steps have been taken to prevent access to unauthorised or undesirable persons.

4. Emergency Assistance

- In the absence of the Town Clerk or Facilities Officer, to lead the Town Hall's response to an emergency.
- To report emergencies in the case of faults with gas, electric and water supply to the Facilities Officer, or where not immediately available the Town Clerk, service supplier or emergency services.
- To provide first aid assistance to Town Hall hirers and visitors in the event of a medical / health emergency.
- To call the emergency services, if required, to respond to an urgent situation.
- To report all accidents, incidents or defects to the Facilities Officer using the stationery provided.

5. General

- To carry out any other reasonable duty instructed by the Town Clerk or Facilities Officer in support of the function of the Town Council and Town Hall.
- Attending training courses or seminars as required by the Council to assist in fulfilment of role.
- To carry out any other reasonable duties within the overall function of the job.



WETHERBY TOWN COUNCIL PERSON SPECIFICATION

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To provide a caretaker and customer care service to ensure the smooth and safe running of the Town Hall outside office hours.

Skills

1. Good verbal communication skills which can be used over the telephone or in person.
2. Good interpersonal skills to interact with Town Hall hirers.
3. Basic literacy and numeracy skills.
4. Problem solving.
5. Self-motivation as the caretaker is often the only member of staff in the building.
6. Honesty
7. Ability to show empathy to residents who seek help and advice on a range of issues.

Knowledge

1. Understanding of basic health and safety concepts.
2. Up to date first aid qualification (can also be provided at start of employment).
3. Up to date fire warden qualification (can also be provided at start of employment).
4. Willingness to undertake training to fulfil role.

Desirable Experience

1. Relevant experience of customer service.
2. Experience of venue management.
3. Experience of facilities management (e.g. cleaning and janitorial tasks).

Other

1. Takes a pride in their work and in the Town Hall.
2. Takes a pride in helping others e.g. Town Hall customers, members of the public.
3. Ability to contribute as part of a team, whilst mainly working on own.
4. A flexible approach to work to provide staffing cover in the Town Hall as required, including early mornings and late shifts as required.
5. Ability to set up and clear away function rooms, to include lifting and moving tables (weighing up to 17kg each) and chairs.