

## **JOB DESCRIPTION**

**Job Title:** Caretaker

**Grade:** 1

**Responsible to:** Caretaker Manager

### **Job Purpose:**

This is a flexible role which requires the ability to work as part of a team to ensure efficient, proactive and effective caretaking support to Falmouth and Penryn Campus, ensuring that the general appearance of the buildings and surrounding areas are maintained in accordance with the agreed SLA. This is to include ensuring that all external areas of the university estate are kept clean and tidy by carrying out daily cleaning tasks, waste and recycling collections, responding to reactive requests via the Helpdesk, and carrying out general caretaking and portage duties.

In addition to this, you will be required to set up for events, ensure teaching space and social space are set and ready for use, and assist with lifting and shifting of furniture with other portage duties as necessary.

This role is physically demanding with lot of lifting, bending and walking in order to carry out a variety of tasks across the campus. You will be expected to work on ladders and at height on machinery for cleaning external building exteriors.

### **Main Duties and Responsibilities:**

To undertake a variety of internal and external cleaning duties as required, to include: window cleaning, litter picking, pressure washing and any other cleaning duties are required. Ensure high level of external cleanliness keeping all hard surfaces, signs, low level lighting, bus shelters, bike racks and all visible façades clean and free of moss.

To undertake portage tasks as required, including the setting up and taking away of meeting room and seminar furniture. Alongside this, to prepare rooms for specific functions and events, ensuring all equipment required is in place and in good working order.

Proactively liaise with the Conference and Events team and directly with clients regarding specific requirements for events in relation to capacity/functionality of the rooms/space.

Assist with the coordination and logistical support of the operational aspects of Projects, to include complex logistical transformation of space, to ensure that the Projects are successfully completed on time, i.e. when supporting back-to-back events, out of hours, etc.

To provide efficient, proactive and effective assistance to the Caretaking team moving furniture, change room layouts, setting up for events, cleaning internal and external space, and general maintenance of all academic areas.

# Falmouth Exeter Plus

To proactively liaise with customers regarding the planning of job requests, including internal office moves and reorganisations, ensuring that all IT, furniture and personal belongings are relocated in good order and within the required timescale.

To respond to Estates Helpdesk call outs, reprioritising planned works in response to emergencies where required, and ensuring the customer is kept informed of revised timescales.

To carry out routine collections of general waste and recycling containers throughout campus and transport them to the compacting unit for collection. To collect all mixed dry recycling from internal locations across campus and monitor the Waste Helpdesk requests.

To operate the waste compactor and train team members in its proper use when necessary.

Ensure that all loose rubbish is removed from external bin collection areas paying particular attention high visible areas.

To liaise with the Caretaker Manager to arrange removal and replacement of full skips and to report any damage or problems to the compound.

Ensure policies and processes in regards to waste management ensuring legislative compliance and staff safety are adhered to at all times. Complete written documentation as required to evidence this.

Ensure that all waste and recycling processes are adhered to at all times.

To carry out minor handyman repair works to furniture and fittings, e.g. rebuilding of desks, repairing chairs following a move, etc.

To assist the cleaners with removal and replacement of furniture and fittings in areas designated for maintenance and routine cleaning and to assist the cleaning team with internal cleaning duties when required.

To assist with the implementation of snow and ice policy, keeping paths and roadways free of snow and ice to ensure safety of staff, students and visitors.

Using the Company vehicle, to take responsibility for safe transportation of archiving and furniture between campus and off- site storage facility at Kernick industrial estate, and to ensure all archiving is logged in and out of storage following correct procedures.

To work without supervision to perform early morning cleaning and evening lock up rounds, etc as required.

Take on the responsibility of a fire marshall to ensure the safe evacuation of all personnel from buildings on the campus.

**General Duties:**

- Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding

## PERSON SPECIFICATION

### Post Title: Caretaker

Attributes	Essential Requirements	Desirable Requirements
<b>Education / Qualifications</b>	<p>Good general level of education.</p> <p>Willingness to gain a First Aid Certificate.</p> <p>Willingness to gain Fire Marshalls certificate.</p> <p>The postholder will be required to drive the Company vehicle to fulfil the duties of this role and there a full clean driving licence is essential.</p>	<p>Manual handling certification</p>
<b>Experience / Knowledge</b>	<p>Previous experience working as a Porter/Caretaker or extensive recent and relevant experience.</p> <p>Previous experience working in a customer focused role.</p> <p>Willingness to learn use of specialist waste and recycling machinery.</p> <p>Working knowledge of Health and Safety procedures and regulations e.g. COSHH.</p> <p>Knowledge, or willingness to develop, of ICT and other specialist equipment resources.</p>	<p>Previous experience working as a Caretaker within a University or similar environment.</p> <p>Knowledge of Waste Management</p>
<b>Skills / Personal Requirements</b>	<p>Good interpersonal and written communication skills.</p> <p>Excellent customer service skills.</p> <p>Ability to prioritise work towards deadlines.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to demonstrate a practical approach to problem solving.</p> <p>Ability to respond calmly to emergencies.</p> <p>Ability to undertake the physical requirements of the role.</p>	