

Role Description

Role Title: Caretaker

Location: Yeovil/Agile

Grade: 2

Main purpose

Delivering support to the service, enabling effective management of the Council's business and delivery of services to customers.

Key tasks

- Proactively monitor condition of Council premises to resolve building and facilities issues where they arise or escalating issues appropriately.
- Assist the efficient, effective and consistent processing of regular building and facilities task to ensure consistent working environment for building users.
- Promote a culture that is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations.
- Communicate with Property Services team, contractors and building occupiers to facilitate good management of working environment.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other peoples affected by the Council's activities.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Ability to respond to agreed periodic objectives for specific projects.

Personal Specification

Professional and educational qualifications

Essential	Desirable
Full driving licence	Good standard of literacy and numeracy skills
	Other relevant technical qualifications

Experience

Essential	Desirable
Experience of working in a relevant role which required handling of similar tasks	Working in a local government environment
Health and safety awareness	Experience of building caretaking or maintenance
	Experience within a customer-focused service providing excellent customer service

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Able to review processes and recommend better ways of working
Able to communicate effectively	Proficient in the use of Council systems
Accuracy and attention to detail	
Well organised and methodical	
Physically fit	
Able to perform efficiently and effectively under pressure	
Team working	
Proficient in MS Office or equivalent	

Knowledge

Essential	Desirable
Broad knowledge of maintenance and repair	Knowledge of Council services, systems and procedures
	Knowledge and understanding of relevant legislation and processes
	Understanding of the operation of larger organisations