

WELLS CITY COUNCIL

Job Description	Estates Cleaner Caretaker
Designation:	Estates
Grade:	SCP 9 - £27,254 (pro rata may be applicable)
Hours:	17:30 – 21:30 Monday, Wednesday and Friday
Location:	Portway Annexe, Wells
Job Purpose:	<p>To be responsible for the running of the Portway Annexe.</p> <p>To provide administrative support to customers as required on shift.</p> <p>To ensure the clean provision of the Portway Annexe.</p> <p>Working with third parties and community entities and customers to deliver high quality customer service.</p> <p>Be a key holder for building.</p>
Line Manager:	Customer Services and Governance Supervisor
Responsible for:	No direct staffing supervisory responsibilities
Key duties:	<ul style="list-style-type: none">• The hygienic cleansing of public spaces and rooms at the Town Hall and Portway Annexe as directed by the Estates Supervisor and working to the guidelines of each space, completing a daily cleanse of each unit, to a high standard in line with the schedule of works provided.• Complete a regular deep clean of each unit.• Replenish any items as required.• To complete stock takes as required.• To ensure compliance to Health and Safety legislation and associated provided guidance, when handling and using products and chemicals.• Other cleaning as required.• To deal politely and promptly with all enquiries to the Council, whether presented by e-mail, telephone, or in person• Use of Rialtus and other systems as required to manage bookings across the Councils estate.• To comply with the Council's Health and Safety at Work policies.• To be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.• Such other duties as may, from time to time, be assigned to the post holder by the Manager.• To deal with the general public in a courteous and sympathetic manner• To undertake any necessary training.• Be a key holder for building.

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Skills Knowledge and Experience:

- Sound knowledge of all types of general cleaning and cleaning products.
- Awareness of health and safety regulations relating to hygiene in public facilities.
- Ability to manage own time and workload
- Awareness of needs of the general public
- Ability to respect confidentiality
- Experience of dealing with the public, by telephone and face to face.
- Experience of working in an administrative role and or cleaning role
- Accuracy and attention to detail.
- Ability to work as part of a team, be flexible, use own initiative.
- Good organisational and administrative skills.
- Ability to prioritise and manage own workload and meet deadlines.
- Good customer care and interpersonal skills and an ability to communicate well both face to face and by telephone.
- Experience as a key holder for a public building.
- Awareness of the Data Protection and Freedom of Information Acts

Complexity & Creativity:

- Ability to respond politely to enquiries
- Ability to respond to needs as they arise.

Judgment and decisions:

- Be able to act on own initiative to resolve day to day issues within the Customer Services and Governance function

Contacts:

Town Clerk
Estates Supervisor
Estates Manager
Members of the public

General:

To work within health and safety guidelines in accordance with the health and safety at work act, and Public Health act 1984.
Any other duties as so determined by the Town Clerk or nominated senior officer.