

<u>JOB TITLE:</u>	Caretaker
<u>REPORTS TO:</u>	Operations Manager, Technical Manager
<u>RESPONSIBLE FOR:</u>	Cleaners

JOB OVERVIEW:

To be a member of the front line team providing caretaker functions. To provide security and safety, cleaning, handyperson and general customer care duties, all to be undertaken in accordance with approved standards and procedures ensuring that the daily requirements to ready the Queen's Hall are in place for all users including audiences, customers, staff, and artists and that the Queen's Hall is welcoming, comfortable and safe.

Key responsibilities

Caretaking

- Undertake delegated key-holder duties and responsibilities including locking and unlocking (7.30am) the building and its facilities and responding to out of hours alarm call outs and Permit access to the QH to staff, clients, performers, contractors, suppliers and other authorised visitors.
- Monitor and operate all alarm and security systems including fire, intruder and CCTV systems etc.
- Monitor and control heating and ventilation systems under the direction of the Operations Manager.
- To assist and direct clients and visitors as required to ensure smooth running of functions.
- Set out audience seating and numbering in main hall as required, set up for receptions / meetings in other rooms as required.
- Assist Technical staff to set out furniture in rooms and auditoriums in accordance with client requirements/instructions. Undertake room and auditorium set-ups when Technical staff are unavailable or as directed by the Operations Manager.
- Assist in the cleaning and maintenance of the bar and kitchen area.
- Monitor the work of the cleaning contractor to ensure the agreed standards are met and report any deviations from specification to the Operations Manager/Technical Manager.
- Ensure regular stock of towels, etc are washed, dried and stored.
- Undertake any responsive, and where required additional top-up cleaning as required (out with cleaning contractor's time on premises) in all areas of the building;
- Clean carpeted areas with carpet washer as required.
- Ensure stock of bathroom soaps, towels, light bulbs, etc are maintained – file stock orders to Finance department.
- Ensure clean and tidy external areas throughout QH property, including weed control, etc.
- Ensure all waste is sorted / stored correctly / bins are put out as required.
- Check for maintenance issues – advise both Operations Manager and Technical Manager on repairs.
- Ensure relevant Health and Safety issues are addressed.

- Ensure through regular inspection, the availability in approved locations, of First Aid supplies, fire extinguishers and other designated requirements.
- Report all problems, issues, incidents and accidents to the Operations Manager.
- Undertake small maintenance / decorative tasks as required
- Ensure through regular inspection, the availability in approved locations, of First Aid supplies, fire extinguishers and other designated requirements.
- Provide for the security of the Hall and its contents through performing regular patrols and inspections
- Assist QH personnel by responding to any apparent security or safety related issues. Where appropriate cordon off areas giving concern as potential hazard.
- Undertake any other duties and responsibilities as required by the job.

Building Maintenance

- In conjunction with the Operations Manager and Technical Manager, ensure the security of the building and personal effects.
- Ensure that the established standards for cleaning and maintenance are fulfilled and monitor the work of the cleaning contractor.
- Work closely with the Technical Manager to ensure that the Annual Property Maintenance Plan is on schedule.

Managing Relationships

- Demonstrate the ability to interact and cooperate with all company employees.
- Work creatively, cooperatively, and collaboratively with colleagues to deliver agreed Queen's Hall strategies, plans and projects.
- To build trust, value others, communicate effectively, drive execution, foster innovation, focus on delivery to customers, collaborate with others, solve problems creatively and demonstrate high integrity.
- Maintain professional internal and external relationships that meet company core values.
- Proactively establish and maintain effective working team relationships with all support departments.
- Develop and maintain relationships within other functions within the organisation to develop a full understanding of expectations.
- Anticipate and fulfil client needs in a successful manner where appropriate.
- To prepare reports and attend meetings as required.
- Fully understand the many facets of the business and structure in order to value different user requirements, and act with diplomacy to achieve the best possible outcome.

Employee Specification

The Caretaker will have previous experience in janitorial work, ideally in a public building, able to work periods without supervision and understand the need to present spaces in the best possible way for all users.

A positive outlook is required to all staff, customers and other users of the hall. Pride in the level of service that is presented to all of these is crucial in the role. A proactive attitude to doing tasks that ensure the hall is kept in first class condition is also essential.

This role requires manual handling.

Essential Experience	Desirable Experience
Previous similar role in school, college, museum or other public building.	Working in an organisation presenting public events
Scheduled working to set specific layouts	Ability to work to strict deadlines to allow for early get ins
Leading and motivating staff	Experience of working with subcontracted staff
Dealing with customers from a wide range of social and diverse backgrounds	Ability to understand different customer needs
Building and facilities management	Experience of heating, lighting systems
Ability to identify and order stock	Drafting purchase requests
Ability to perform small repairs to furniture, décor, etc	Experience in joinery, painting
Knowledge of Health and Safety regulations	First aid qualification
Customer care	Demonstrate welcoming attitude

For Guidance and will be included in Contract of Employment

Hours of Employment:

2-3 hours daily shifts, usually from 7.30 am. 20 hours per week or as required. These times may be changed during peak periods such as the Edinburgh Festivals and Christmas periods and may be up to seven days per week during busy times. Initially on a 12 Month contract.

Rate of Pay / Entitlements:

£tbc per hour

Annual holidays: pro rata 25 days and 10PH's but may not be allowed through peak periods such as during the Edinburgh Festivals and the Christmas period.

Work pattern may be up to seven days per week during busy times.