

Part A - Grade & Structure Information

Job Family Code	5OS	Role Title	Caretaker (can be an apprenticeship role if appropriate)
Grade	PS5	Reports to (role title)	Lead Caretaker
JE Band	161 - 191	School	Esher C of E High School
		Date Role Profile created	June 2023

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose

including key outputs

Provide a cleaning, security, portering, general maintenance and caretaking service to the school to minimise risks to the health and safety of those using the school site, and to limit the possibility of damage to the school premises and loss of property through theft outside normal school hours. Ensure the cost effective use of materials and equipment and participate in the efficient and economic use of the school premises.

- Key deliverables include:
- Participate in and ensure that the site is kept clean and tidy in order to minimise risks to the health and safety of those using the school site, and to ensure the activities of the school can take place in an environment suited to learning;
- Contribute to maintaining the site in a good state of repair and maintaining heating and lighting, to minimise risks to the health and safety of those using the school site and to ensure that the activities of the school take place in an environment suited to learning.
- Where required and/or trained to undertake emergency and first line repairs e.g. electrical work, plumbing and heating, painting and decorating, carpentry and joining, glazing etc
- Liaise with the Lead Caretaker in the preparation of long and short term maintenance programmes;
- Secure all school buildings and set alarm systems when school is not in use to protect the building and its contents, and provide safe access to buildings and classrooms in the event of snow, minor floods and similar emergency situations, initiating emergency services procedures when needed;

	<ul style="list-style-type: none"> • Responsible for holding keys to the school premises, lock and unlock at appropriate times, prevent trespass and the parking of unauthorised vehicles within the premises • Have responsibility for the maintenance and upkeep of a designated area of the school. Manage any health & safety issues or general repairs required. Once expenditure is authorised make arrangements with contractors as necessary. Refer to the Lead Caretaker or Estates Manager if necessary • Establish and maintain monitoring procedures to ensure that the school site is kept in a good state of repair, clean, safe and stocked with all necessary cleaning and maintenance supplies. Take responsibility for raising any issues initially with the Lead Caretaker, the staff concerned or with the contractor as appropriate to achieve improved performance; • • Contribute to the Trusts objectives of contribute towards the Trusts objectives of ensuring the safety and security of all school users and visitors and achieving greater value for money in the maintenance of the buildings and site through, for example, the management and monitoring of utility services and advising on increased efficiency of the service inspections/fault finding.
Enlighten Learning Trust Work Context and Generic Responsibilities	<p>This role is based at Esher C of E High School part of Enlighten Learning Trust. The post holder may be asked to support caretaking delivery for premises colleagues at other schools within the Trust.</p> <p>Enlighten Learning Trust expects all its staff to:</p> <ul style="list-style-type: none"> • Maintain confidentiality in and outside of the workplace • Be pro-active in matters relating to health and safety and report accidents as required • Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance • To carry out all such other duties as the SLT or your line manager may reasonably direct; this may include the invigilation of exams.
Line management responsibility if applicable	May be allocated responsibility for Day Cleaners
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Contribute to operational functions by providing practical support and effective organisation of activities. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • Receive and respond to everyday enquiries from customers to provide a timely, courteous and effective service.

	<ul style="list-style-type: none"> • Develop strong relationships with partners and stakeholders to deliver a timely and efficient service. • May supervise and delegate work of the team, escalating performance issues appropriately <p>Resources</p> <ul style="list-style-type: none"> • Deliver a range of practical services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assist in the delivery of relevant assessments/investigations. • Ensure information and records are processed and stored to agreed procedures. • Ability to store data and carry out basic analysis. <p>Duties for all</p> <ul style="list-style-type: none"> • Values: To uphold the values and behaviours of the organisation. • Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. • Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. • To have regard to and comply with safeguarding policy and procedure as appropriate.
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • May be required to hold a certificate of competency in a defined area (E.g. First Aid at work) relevant to the role. • May be required to hold practical knowledge or experience relevant to the role. • Ability to work with others to provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Competent in a range of IT tools. • Able to prioritise and plan own workload in the context of conflicting priorities. • Ability to guide and support less experienced or more junior colleagues. • Experience of working in an operational environment providing support to staff and/or the public. • Some roles may require work out of office hours in outdoor environments.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Esher Learning Trust is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> <ul style="list-style-type: none"> • Qualifications in and/or good knowledge of caretaking responsibilities • Where emergency & first line repairs form part of the role the job holder must hold relevant skills and qualifications at minimum NVQ level 2 or equivalent experience

	<ul style="list-style-type: none"> • Willingness to undertake appropriate Caretaking qualifications if not currently in place • Experience in a caretaking/similar role including delivering basic maintenance, and short term forward planning • Knowledge and experience of working with COSHH requirements • Ability to work independently as well as a part of a team • Awareness of health and safety requirements and how to access guidance in this area • Ability to work independently as well as a part of a team
Role Summary	<p>Roles in this level typically provide a practical support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in the procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Some roles may oversee an operational activity.</p>