

Job Description & Person Specification



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| Job Title | Caretaker |
| Division/Location | Norse Group Cleaning |
| Reporting to | Area Supervisor |
| Weekly Hours | |
| Grade/Salary | |

Job Description

The Role:

Ensure that allocated area is maintained in a clean and organised state to provide a clean environment for the customer.

Undertake general caretaking duties to ensure the premises and its contents are properly maintained secured and ready for use.

Main Responsibilities

- Clean all general and specified areas to the required standard, incorporating all quality standards laid down by Norse Group.
- Ensure that all equipment and materials required to perform all cleaning tasks are maintained in a hygienic and safe condition. All Health and Safety requirements should be met along with any regarding quality standards.
- Ensure that cleaning cupboards are maintained in a clean and tidy way. All cupboards should be maintained to meet the standard required.
- Follow and adhere to procedures for the replacement of broken/damaged equipment.
- Be responsible for the security of the premises and its contents, including the operation of fire and burglar alarms, locking/unlocking entrances, checking and securing windows and internal doors, activating and switching off alarms etc.
- Be available to answer emergencies outside of regular working hours and pre-planned lettings.
- Ensure that heating and lighting systems and other equipment are working properly.
- Undertake portorage and handyperson duties, including moving goods and furniture, minor repairs to property, fixtures, fittings and equipment.
- Maintain and operate plant and equipment.
- Undertake outside duties, for example clearance of drains and gullies, general tidying, incineration of rubbish, sweeping of hard surface areas, snow clearance, etc.
- Take responsibility for the duties associated with a reasonable number of evening and weekend lettings (as required).
- Carry out Legionella testing. Training will be provided.
- Be fully aware and comply with the Control of Substances Hazardous to Health Regulations.
- Co-operate with customers in carrying out tasks.
- Ensure that daily timesheets are completed.
- The completion of all ad hoc requests issued by the Area Manager or delegated person.
- Report any cleaning difficulties to the Area Supervisor.

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| Approval/Review Date | | | |
| Approved by Operations Director: | | Date | |
| | | : | |
| Approved by HR Director: | | Date | |
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- Adhere to all Norse Group’s policies and procedures.
- Carry out any duties as directed by the Manager or Site team.
- To take reasonable care for the Health and Safety of self and other persons who may be affected by the post holder’s actions or omissions at work.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

| Person Specification | | | |
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| Category | Requirement | Essential or Desirable | Assessment Method Application Form (AF) Interview (I) Test(T) |
| Qualifications/ Knowledge/ Training | Knowledge of Health and Safety Requirements | Desirable | AF/I |
| Experience | Previous experience in a similar role | Desirable | AF/I |
| Skills/Abilities | Able to work alone or part of a team | Essential | AF/I |
| | Ability to accurately carry out verbal and written instruction | Essential | AF/I |
| | Ability to follow Health and Safety instructions | Essential | AF/I |
| | Good communication skills, both written and verbal | Essential | AF/I |
| | High standard of customer service | Essential | AF/I |
| | Ability to organise and prioritise own workload in an efficient and timely manner | Essential | AF/I |

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| Other Requirements | | | |

General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement

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| Employee Name: | | Date: | |
| Employee Signature: | | | |

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| Approval/Review Date | | | |
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| | | : | |
| Approved by HR Director: | | Date | |
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