

**KENT COUNTY COUNCIL****JOB PROFILE****(Standard Job Description, Skills and Behaviours for the Job)****SECTION 1**

<b>JOB FAMILY</b>	Premises Support
<b>JOB PROFILE TITLE</b>	Premises Support 5 (normally applies to Assistant Caretaker and Cleaner in Charge posts)
<b>GRADE</b>	KR2
<b>DATE</b>	March 2003

**Summary of Job:**

Ensure the security of the establishment and provide a cleaning and general maintenance service.

**Outline of Main Duties:**

1. Undertake general repairs and maintenance around the establishment, inside and out, including plastering, decorating, repairs and woodwork to ensure the site is a safe environment for students, teachers and visitors.
2. Maintain the security of the premises by opening and closing premises (including times for lettings), checking and replacing CCTV tapes (where applicable), repairing doors, latches and fences to maintain a safe environment.
3. Assist the cleaners, and cover for any absences, in general cleaning of the premises i.e. buffing wooden floors, cleaning toilets, to ensure a tidy appearance is maintained.
4. Assist in the monitoring of the boiler, ordering supplies to ensure it is kept running on a day to day basis to meet the establishments needs.
5. Provide a portering service for deliveries to ensure supplies are correctly handled and appropriately delivered.
6. Assist in taking meter reading from appropriate sites around the establishment to ensure invoices received are correct and budget monitoring is maintained.
7. Assist relevant staff in the setting up and tuning of TV's and videos to ensure the establishments needs are met.
8. Deputise for the Senior Caretaker when necessary, including dealing with computerised time sheets, attending meetings to ensure the schools needs are met.

**Staff & Others Supervised by the Job Holder:**

Cleaners (in-house or contractors) as applicable.

**Note:** Where a job holder carries out duties which are not included in the Main Duties above, these can be attached to this Job Profile.

It is recognised that some job holders may not carry out all the Main Duties in their particular place of work

**JOB PROFILE: PS5 (Assistant Caretaker / Cleaner in Charge posts)**

**SECTION II**

**This section to be used at Induction, Appraisal and for Personal Development Planning.**

<b>Skills Required:</b>		
<i>A skill describes what you need to know and be able to do in order to perform the job at a fully competent level. Skills include every kind of knowledge and experience required. Full descriptions for each level are set out in the Skills Dictionary. The skill levels build on each other so that if level 3 is required for the job, levels 1 and 2 will also be needed.</i>		
	<b>Skills Summary (wording from Skills Dictionary)</b>	<b>Level</b>
1	<p><b><u>Technical Skills and Qualification</u></b></p> <ul style="list-style-type: none"> <li>• Use of a range of basic tools and machinery, eg. lawn mowers, kitchen equipment, cleaning equipment, etc.</li> <li>• Follows work routines/instructions</li> <li>• May require a driving licence</li> <li>• Day to day operational maintenance of plant and equipment, eg. topping up fluids (oil, petrol, diesel, cleaning fluid, etc.), shelf stacking, etc.</li> <li>• Knowledge that is usually acquired based on “on the job training”, but often requiring some attendance of formal courses e.g. certificate in First Aid, safe operation of equipment, etc.</li> </ul>	2
2	<p><b><u>Operational Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Knowledge across a number of jobs, services and/or processes within the area/site</li> <li>• Knowledge of how own job fits into the activity and role of the area/site</li> <li>• Knowledge of a range of other jobs in the area/site</li> </ul>	2
3	<p><b><u>Planning and Organising</u></b></p> <ul style="list-style-type: none"> <li>• Knows how to organise own work load</li> <li>• Knows how to prioritise work and deliver on time</li> <li>• Contributes to day-to-day smooth running of the unit or process</li> <li>• Able to maintain accurate and timely records as required by the role e.g. cash returns, client diaries etc.</li> <li>• Identifies and knows how to solve everyday job-based problems in liaison with supervisor</li> </ul>	2
4	<p><b><u>Working with People</u></b></p> <ul style="list-style-type: none"> <li>• Understands the requirement for working with others and in teams</li> <li>• Able to form effective working relationships needed for the job</li> <li>• Able to deal with others courteously and in an acceptable manner</li> </ul>	1
5	<p><b><u>Communication</u></b></p> <ul style="list-style-type: none"> <li>• Able to communicate factual information politely and courteously</li> <li>• Has everyday spoken skills e.g. telephone and face-to-face conversations</li> <li>• Has basic written and numeric skills appropriate to the job</li> </ul>	1

	<ul style="list-style-type: none"> <li>• Able to listen, observe and report information to supervisor</li> <li>• Able to communicate with others in an acceptable and appropriate manner, e.g. patience, tact, humour, sensitivity, understanding, firmness</li> <li>• Understands and applies confidentiality relevant to the client group, job and workplace.</li> </ul>	
6	<b><u>Money Skills</u></b> <ul style="list-style-type: none"> <li>• None applicable</li> </ul>	0
7	<b><u>Health and Safety</u></b> <ul style="list-style-type: none"> <li>• Understands and able to apply Health and Safety procedures relevant to the job such as: <ul style="list-style-type: none"> <li>- manual handling;</li> <li>- safe use of machinery and/or equipment;</li> <li>- COSHH ;</li> <li>- First Aid and Hygiene Practice;</li> <li>- lone working procedures and responsibilities</li> </ul> </li> <li>• Able to recognise and to deal with emergency situations</li> </ul>	2
8	<b><u>Equality</u></b> <ul style="list-style-type: none"> <li>• Understands equal opportunities</li> <li>• Deals with all clients and work colleagues fairly regardless of race, colour, sex, disability, age or religious belief under guidance from Line Manager</li> </ul>	1

### **Behaviours for Success:**

The “Behaviours for Success” framework is designed to help us understand how people who are successful in their jobs behave at work. Behaviour descriptions is a new way of looking at how people do their job well and these are set out in the Behaviours for Success Dictionary. These are grouped under four headings:

1. Focussing on the customer
  - how we work with both internal and external customers and service users to provide a customer focussed service
2. Personal Resourcefulness
  - how we enhance our personal ability to deliver an excellent service
3. Relationship Building
  - how we work with colleagues and partners
4. Managing for Success (for managers)
  - how managers encourage and enable staff to deliver excellent service

These Behaviours for Success apply to everyone, no matter what job they are doing within KCC. Your Line Manager will give you more information on the Behaviours and what they mean for you and your job.