

Liverpool Charity and Voluntary Services

Job Description

Team	Reception
Job Title	Caretaker
Salary Scale	£21,840 (pro rata)
Hours:	25 hours - Monday to Friday (possible additional hours) Usually 8.30am – 1.30pm, other times by arrangement. Occasional weekend working.
Accountable to	Director of Finance and Resources
Main working contacts	Property Management Company, Contractors, tenants, visitors and LCVS staff

Main Purpose of Post:

Under the general direction of the Property Management Company, to be responsible for:

Routine maintenance, health and safety checks, liaison with contractors and tenants to ensure that the fabric of the building is maintained to a high standard.

Occasional cover on reception during periods of holiday, sickness and high demand.

Supporting the conference and meeting facility by assisting with setting up furniture for events and keeping the facilities and decor in good order.

Duties

1. Supervision of and liaison with service contractors.
2. Carry out daily inspection of building and deal with any issues / problems arising.
3. Carry out weekly fire alarm tests and act as Fire Marshall for the building, arrange fire drills and ensure adherence to fire regulations.
4. Carry out monthly testing of the emergency lights and updating the database.
5. Input and maintenance of database records for all repair / maintenance issues and tracking progress with repairs.
6. Responsibility for the key cupboard and control of keys held for the common parts of the building.
7. Maintenance of all building services, health and safety manuals etc in relation to the building.
8. Liaise with Property Management Company and security staff on matters

relating to building and tenants issues.

9. Taking monthly readings of all utility meters and sub-meters and maintaining database recording readings.
10. Liaise with security contractors in relation to opening/closing of building and intruder alarm etc. Act as a key-holder registered with the alarm monitoring centre.
11. Liaise with tenants on matters related to the building.
12. Stock control and maintenance of toiletries etc and ordering supplies as and when necessary.
13. Perform a wide variety of general building maintenance repairs and services. This may include replacing light bulbs, minor painting, basic repairs, maintenance, and DIY tasks (this list not being exclusive).
14. Overseeing Portable Appliance Testing of LCVS / communal building equipment
15. Responsible for alerting the Property Management Company of any unusual occurrence and/or damage that have taken place or that may occur.
16. When required – supporting reception staff to deliver high quality customer service to a wide range of callers and visitors.
17. Assist with preparation of meeting rooms when necessary.
18. Checking on any losses and damage caused by users and reporting as necessary.

General

To work as part of the team with other staff at LCVS

To implement and follow LCVS policies and procedures.

To maintain accurate records of in the various media specified for your areas of responsibility.

To undertake any training necessary and participate in the organisation's supervision and appraisal system and identify further training and personal development needs.

The post holder is expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post.

Equal Opportunities

LCVS is committed to equal opportunities, anti-discrimination and anti-oppressive policy and practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, religion, cultural group, marital status, sexual orientation, age, or impairment. The policies apply to job applicants, employees, volunteers and users of our services.

Job Description

All jobs are subject to change from time to time and this job description will be

reviewed regularly.

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post.

Prepared by: Helen Rotheram

Date: April 2024

Person Specification

KEY: E= Essential D= Desirable A= application I = interview P= Practical S= Short listing criteria		
Requirement	Essential/ Desirable	Assess from:
Qualifications		
5 GCSE at Grade 'C' or above or equivalent and/or have substantial relevant work experience.	D	A, S
Any reception or customer service courses achieved	D	A, I
Knowledge		
Knowledge of principal tasks within job description.	E	A I, S
A sound understanding of the main Health & Safety Regulations, including COSHH and risk assessment, and how they apply in an office environment	E	A, I, S
Computer literate with experience of Microsoft Office.	E	A, S
Skills		
Able to prioritise work and act on own initiative	E	A, I, P S
Practical skills to enable minor repairs and improvements to be undertaken.	E	A, I, P S
Good customer service skills	E	A, I, P S
Able to set up ICT equipment, PA systems	D	A, I
Basic IT skills in Excel, Word and Outlook	E	A, I
Experience		
Previous experience in a caretaker or facilities management position.	D	A, I S
Reception / Customer Service	D	A, I
Personal Attributes		
Able to lift and move meeting room furniture and other materials and equipment.	E	P, I
Committed to equal opportunities, anti-discrimination, anti-oppressive policy and practice and social inclusion	E	A S , I
Able to work as part of a team and on own initiative.	E	I
Enthusiastic and self-motivated	E	A, I
Ability to work sensitively with people of differing viewpoints.	E	P, I
Ability and willingness to work flexibly	E	I