



Job description

Job title: Community Centre Caretaker

Location: Witham Community Centre, Haygreen Road, Witham, CM8 1GT

Responsible to: Facilities Manager

Salary: £14.36 per hour

Probation period: 3 months

Caretaker A – up to 19 hours a week depending on bookings (minimum of 8 hours per week)

Hours will be between

- Friday: 16:00–00:00
- Saturday: 16:00–00:00
- Sunday: 15:00–22:00

Caretaker B – up to 20 hours a week depending on bookings (minimum of 12 hours per week)

Hours will be between

- Monday: 17:00–23:00
- Tuesday: 17:00–23:00
- Wednesday: 17:00–23:00
- Thursday: 17:00–23:00

Caretaker C – up to 15 hours a week depending on bookings (minimum of 12 hours per week)

Hours will be between

- Saturday: 07:00-16:00
- Sunday: 07:00-15:00

Main duties

Cleaning and presentation

- Clean the community centre to a consistently high standard, including the sports hall, meeting room, changing rooms, toilets, kitchens, corridors, entrances, storage areas and other communal spaces.
- Carry out cleaning during hall hires where appropriate, concentrating on areas that are not in use so that activities can continue with minimal disruption.
- Clean and prepare rooms between bookings, ensuring spaces are presentable and ready for the next user.
- Empty bins, remove rubbish and recycling, and ensure waste is stored and managed safely.
- Replenish toilet rolls, soap, paper towels, sanitiser, cleaning materials and other consumable supplies.

- Monitor stock levels of cleaning products and consumables and notify the Facilities Manager when items need ordering.
- Keep entrances, paths, external areas and immediate surroundings tidy, litter-free and free from avoidable hazards.
- Deal promptly with spills and minor cleaning emergencies, using appropriate warning signage and safe cleaning methods.
- Report deep-cleaning, pest-control, grounds-maintenance or specialist-cleaning needs to the Facilities Manager.

Hall hires and customer support

- Prepare halls and rooms for bookings, including setting out tables, chairs and approved equipment in accordance with the booking requirements.
- Check that booked rooms are clean, accessible, suitably arranged and ready for use before hirers arrive.
- Welcome hirers and visitors, provide access to the building and rooms, and answer routine queries.
- Explain relevant arrangements to users, including emergency exits, fire-evacuation procedures, kitchen use, rubbish disposal and any restrictions on the use of equipment.
- Check rooms following bookings, return furniture and equipment to the agreed layout or storage position, and identify any damage, breakages or excessive cleaning requirements.
- Maintain a friendly, professional and helpful presence while ensuring hirers follow the centre's conditions of hire.
- Report complaints, booking issues, damage or inappropriate behaviour to the Facilities Manager.

Building security and caretaking

- Open and close the centre in line with the booking schedule and agreed procedures.
- Act as a keyholder, if required, and use alarm, access-control and security systems in accordance with training and procedures.
- Ensure doors, windows, gates, stores and other access points are secure when the building is unattended.
- Carry out end-of-shift checks, including checking that users have left, lights and non-essential equipment are switched off, exits are clear and the building is secured.
- Report alarm activations, security incidents, vandalism, unauthorised access, theft or suspicious activity immediately in accordance with centre procedures.
- Receive deliveries and provide access to authorised contractors when requested by the Facilities Manager.

Safety support and defect reporting

- Maintain good housekeeping standards and take reasonable steps to prevent slips, trips, blocked routes, unsafe storage and other day-to-day hazards.

- Keep fire exits, escape routes, corridors and access routes clear at all times.
- Carry out basic visual checks during the working day and report hazards, faults, damage or concerns promptly to the Facilities Manager.
- Record defects, maintenance needs, damage, incidents, near misses and cleaning issues using the centre's agreed reporting system.
- Report issues identified during the building's defects-liability period to the Facilities Manager, who will liaise with the builders or relevant contractor.
- Follow the centre's health-and-safety, fire safety, COSHH, manual-handling, lone-working, safeguarding and emergency procedures.

Other responsibilities

- Handle furniture and equipment safely, using appropriate manual-handling techniques.
- Maintain clear records of cleaning tasks, consumable stock, room checks, incidents and defects.
- Work flexibly according to bookings and operational priorities.
- Attend training, staff meetings and briefings as required.
- Undertake other reasonable duties appropriate to the role as requested by the Facilities Manager.
- To meet operational requirements, the Caretaker may occasionally be required to work from at the Town Hall and any other premises operated by Witham Town Council within a reasonable travelling distance of their normal workplace.
- Duties at the Town Hall may include opening and closing the building, setting and unsetting alarms, checking that the premises are secure, preparing rooms for use, cleaning, moving furniture and equipment, minor caretaking tasks, and undertaking basic decorating work within the postholder's competence.
- The Caretaker may be asked to support other premises-related duties that are reasonably consistent with the nature and level of the role.
- Any work at another location will be allocated with reasonable notice where practicable and will be undertaken within the employee's contracted hours.
- Travel between work locations during working time will be treated as working time.

Essential and Desirable Requirements

Desirable	Cleaning	Experience of cleaning to a good standard in a public building and knowledge of cleaning chemicals and safe storage of products
Essential	Customer service	Friendly and professional manner with the ability to deal confidently with hirers, visitors and community groups
Essential	Practical skills	Able to set up rooms, move furniture safely and undertake basic caretaking duties such as basic decorating
Essential	Organisation	Able to plan cleaning around a varied booking programme, prioritise tasks and work independently
Essential	Reporting	Able to record cleaning completed, defects, damage and incidents accurately using paper or electronic systems

Essential	Flexibility	Able to work evenings and weekends as part of the normal contracted hours
Essential	Reliability	Punctual, dependable, trustworthy and able to take responsibility for opening, closing and securing the building
Desirable	Venue experience	Previous work in a community centre, village hall, school or similar multi-use building
Essential	DBS	Willingness to undergo a DBS check if required for the centre's activities and safeguarding arrangements
Desirable	Training	First aid, fire marshal, health and Safety or COSHH