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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Caretaker/Steward

**SALARY**: £9.07 - £10.04 per hour plus weekend enhanced hourly rate starting at £13.60 per hour where applicable

**LOCATION:** Merkinch Community Centre, Inverness

**RESPONSIBLE TO:** Facility Manager

**JOB PURPOSE:** To perform the day to day duties involved in delivering a safe and efficient front line service

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. To be responsible for the safe supervision of the Merkinch Community Centre and the health and wellbeing of all users.
2. Ensure efficient and safe operation of all areas within the Centre in accordance with the Centre Normal Operating Procedures and Emergency Action Plan.
3. Key holder responsibility for the opening and locking of the building and general security of the premises, including occasional out of hours call outs.
4. To be responsible for the security of the building including fire and intruder alarm systems.
5. To be responsible for admissions, reception, cash control and bookings whilst on duty
6. Ensure safe and acceptable user behaviour whilst on duty and the occasional late night function in the evenings and weekends as and when required.
7. Provide a high standard of customer care, particularly in relation to communication, service delivery and confidentiality.
8. Assist in the practical delivery of the Centre Programme, by preparing rooms for lets and clearing rooms upon completion of lets.
9. To carry out routine equipment checks before and after use as well as ensuring cleanliness standards are kept within the Centre at all times.
10. To provide first aid treatment if qualified and trained to do so.
11. To attend training as required and to maintain relevant qualifications to the post.
12. To bring to the attention of the manager any improvements that may increase the effectiveness and efficiency of the Centre.
13. To work closely with the management committee.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Caretaker/Steward

**LOCATION:** Merkinch Community Centre, Inverness

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**

* Experience of working in a Community Facility or comparable front line customer service industry
* Experience of cash handling and computer systems
* Experience of being in a position of responsibility
* Working with members of the public

1. **EDUCATION AND QUALIFICATIONS**

* Good general education
* First aid certificate or willingness and ability to undertake First Aid training
* Health and Safety qualifications or similar would be highly desirable

1. **SKILLS/ATTRIBUTES GENERAL**

* Good communication skills both written and oral
* Good level of numeric skills
* Ability to demonstrate competency on computer systems
* Ability to work with people of all ages

1. **SKILLS/ABILITIES SPECIFIC TO THE POST**

* Knowledge and understanding of health and safety legislation in the workplace.
* To be focused on providing quality service and demonstrating exceptional customer care
* Ability to multitask and problem solve
* Basic administration and cash handling skills
* Have a flexible approach to shift pattern and duties

1. **INTERPERSONAL AND SOCIAL SKILLS**

* Be a responsible, self-motivated individual with a high standard of performance
* Ability to work as part of a dynamic team.
* Ability to motivate self and colleagues
* Ability to be diplomatic and observe confidentiality
* Ability to make decisions relevant to post and situation