

## Senior Caretaker – Grade 9

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The Caretaking Service provides an essential support service to the Council including schools. As a Senior Caretaker you will ensure continuity of services to schools, providing a seamless transition of caretaking cover when a school caretaker has a period of leave.

The job forms part of a dedicated and professional team of Caretakers responsible for ensuring that the individual caretaking requirements of a school are met in full. As a Senior Caretaker you will be expected to lead and motivate the Caretaking Team. You will liaise with and develop effective working relationships with Head Teachers and other members of the school staff, as well as working closely with other senior caretakers to ensure consistency across the service.

This role is based within the [Place Directorate](#).

Find out more about [working for Kirklees](#).

### The Job

A flexible and responsive approach to work is required.

As a Senior Caretaker you will be responsible for managing the Caretaking Team.

You will be responsible for ensuring that our customer's buildings are fully operational at all times for the benefit of users in a safe and pleasant manner. It will be your responsibility to ensure that health and safety and fire management issues are dealt with promptly and effectively by you and your team.

You will ensure that a reliable customer focused caretaking service is provided to our customers by working effectively with Head Teachers to understand their requirements and taking a flexible approach to help meet them.

Daily challenges encountered in ensuring staff are well managed and the schools operate smoothly will be taken in your stride.

As a key member of the Caretaking & Cleaning team you'll work positively with colleagues, customers and visitors to the buildings.

You will present a positive image of yourself and the service by ensuring that customers receive a courteous and professional service to meet their needs. This includes explaining when things are not possible giving reasons and suggesting alternatives.

The job is physically demanding and will involve working split shifts. Uniforms are provided and must be worn at all times.

You will be supported in your role by the Caretaking & Cleaning Operations Manager.

### Job Checklist

- Ensures an efficient caretaking service is provided in a timely and professional manner.
- Effectively manages and motivates a team of caretakers.
- Plans work effectively and allocates resources appropriately to meet the needs of the customers.
- Liaises effectively with other sections of the Council, its clients and stakeholders to deliver the service objectives, achieved through effective team working.
- Ensures accurate and up to date records are kept and completed.
- Ensures customer satisfaction and performance indicators are achieved.
- Works effectively as part of the team.
- Identifies issues and provides appropriate solutions.
- Health and safety principles are adhered to and are integral to all working practices.
- Identify any training and standard issues within the team.
- Monitors general maintenance and general minor repairs carried out within the team.
- Monitors and advises on specialist cleaning and monitor the cleaning standards within the school.
- Monitors contractors visiting site and ensuring that they are working to School, Council policy and procedure and current legislation.

Please see your responsibilities related to [safeguarding](#).

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

With supervisory experience and a real understanding of caretaking responsibilities you will have the ability to manage a team of caretakers effectively. You will have strong knowledge of building management, with a friendly and approachable, manner you will respond to problems with a willingness to help and be confident to work on your own or in a team.

You will be a positive representative of the service and will take pride in your work. You understand how your role and that of your team supports our customers. You will be committed to developing customer satisfaction and understand how important this is to our service.

You understand the importance of working safely and promote a positive health and safety culture with your team. You will be a positive role model to your team.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a Council employee within the organisation.

This role is at level 2. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

## Person Checklist

- Previous experience in supervisory role and caretaking, or a role with similar duties.
- Ability to support staff in training and identify training needs.
- Practical DIY skills and ability to carry out basic repairs/maintenance.
- Able and willing to work across multiple sites across Kirklees.
- To have an understanding of HASAW and COSHH and knowledge of health and safety working practices.
- Ability to work effectively as both part of a team and as an individual.
- Sufficiently numerate and literate to complete complex documentation.
- Ability to coordinate teams of staff to ensure that buildings are adequately covered and business needs are met.
- Ability to use a computer, diary management and other IT functions i.e. SAP.
- Good customer care skills.
- The physical nature of this role requires you to be fit and capable of manual handling. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risks.
- Possession of a full and valid driving licence. It is expected that you will either use a Council vehicle or your own car.
- Expects that an Enhanced DBS check will be required. Read our [Policy Statement on the Recruitment of ex-offenders](#)

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be considered for this role you will need to demonstrate using examples in your application that you meet the "Person Checklist".