

**UNISON**  
**CARETAKER**  
**FACILITIES TEAM**  
**SYSTEMS MANAGEMENT SECTION**  
**REF: ORD/128**

**JOB DESCRIPTION**

**Grade:** 10

**Hours:** 35 per week

**Location** UNISON Centre, London NW1 2AY

**Reports to:** Facilities Services Supervisor and in turn to the Facilities Manager

**OVERALL SUMMARY**

The role of the Caretaker is to provide a comprehensive cleaning, portering, maintenance, minor repair, meeting room set up and waste management service at the UNISON Centre. The Caretaker is responsible for completing daily/weekly/monthly cleaning schedules, responding to service calls delegated by Facilities Services Supervisor and Facilities Helpdesk, setting up meeting room layouts including opening/closing the moveable walls, and to provide a portering service to the UNISON Centre. In addition to the jobs listed below the post holder will undertake any tasks commensurate with the grade of the post as delegated by the Facilities Services Supervisor or Facilities Manager.

As part of a team, the post holder will be working on a shift pattern of 07:00 – 15:00 or 12:30 – 20:30 however you may need to be flexible to include occasional overtime and be available to cover other shifts.

1. Daily cleaning tasks (including but not limited to):
  - Collect and sort waste following agreed procedures for control of waste, e.g. disposal of confidential waste, toners, batteries, etc.
  - Daily clean of Ground Floor to include glass frontage and all hard surfaces including atrium using scrubbing / drying machine
  - Daily check and replenish of toilet consumables
  - Daily clean of shower facilities
  - Daily check and clean of building's frontage and estate perimeter (inc residential podium / bin store).
  
2. Weekly cleaning tasks (including but not limited to):
  - Clean Plant Room floors with scrubbing machine
  - Clean Car Park
  - Clean Basement bin room
  - Sweep 5<sup>th</sup> floor roof garden and wipe down chairs and tables

- Disposal of Euro bins waste as per the contract terms and advise Facilities Services Supervisor/ Facilities helpdesk of any issues.
3. Monthly cleaning tasks (including but not limited to):
    - To deep clean the building frontage and estate perimeter
    - Deep clean areas of the building as required
  4. Quarterly cleaning tasks (including but not limited to):
    - To deep clean communal areas e.g. wall washing in lobbies
    - Vacuum kitchen filters & wash lamps over deli gantry
  5. To respond to calls from the Facilities Helpdesk including:
    - Minor handyman maintenance e.g. carpentry repairs and plumbing repairs, notice boards etc
    - Carpet cleaning
    - Porter duties for office and meeting facilities
    - Emergency requests, e.g. assist with flood maintenance, leaks etc.
  6. To organise and receive deliveries or collections from contractors and suppliers, e.g. cleaning supplies and equipment for functions.
  7. To use specialist equipment such as scrubbing machines, wet vacs, power tools, compactor and Desk glider. Supervise equipment servicing and report any equipment malfunctions to Facilities Services Supervisor/ Facilities Helpdesk.
  8. The ability to liaise with staff members and take direction from Facilities Services Supervisor and Facilities Helpdesk via email or Radio regarding maintenance or cleaning requests, H&S issues and Meeting Room set ups.
  9. Portering and shifting of furniture and other items around the office and set up meeting rooms:
    - Change meeting room layouts
    - Porter meeting room equipment
    - Be able to move movable walls into fixed and open positions
    - Set up for larger events
  10. The Caretaker must be able to manage their time effectively familiarising themselves with weekly work schedules and plan duties around building user requirements.
  11. To be able to use a computer and be competent with MS Office applications.
  12. To work a shift pattern as required.
  13. To complete compulsory training for the post ie H&S training, toolbox talks etc

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**PERSON SPECIFICATION**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age. This Person Specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunity policy. It is given to all job applicants for information.

**Assessment code**

**A – Application form**

**PI – Panel interview**

<b>Heading</b>	<b>Selection criteria</b>	<b>Assessment</b>
<b>1. Thinking</b>	<ul style="list-style-type: none"> <li>• Working knowledge of cleaning machinery and their operation / service requirements</li> <li>• Working knowledge of manual handling equipment</li> <li>• When to order cleaning materials</li> <li>• Ability to prioritise and manage time to meet building user requirements</li> </ul>	<p><b>A PI</b></p> <p><b>A PI</b></p> <p><b>A PI</b></p>
<b>2. Interpersonal and Communication</b>	<ul style="list-style-type: none"> <li>• Ability to use meeting schedules / MS Office / radio</li> <li>• Skill in evaluating building user needs e.g. during events</li> <li>• Awareness of and the ability to use information and communications technology</li> <li>• Induction of temporary staff as required</li> </ul>	<p><b>A PI</b></p> <p><b>A PI</b></p> <p><b>A PI</b></p> <p><b>A PI</b></p> <p><b>A PI</b></p>
<b>3. Initiative and Independence</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise work</li> <li>• Assist with emergency situations</li> </ul>	<p><b>A PI</b></p> <p><b>A PI</b></p>
<b>4. Staff Management</b>	<ul style="list-style-type: none"> <li>• None required</li> </ul>	
<b>5. Resource Management</b>	<ul style="list-style-type: none"> <li>• Ability to manage usage / issue of and ordering of cleaning supplies</li> <li>• Receive orders from suppliers e.g. items for events</li> </ul>	<p><b>A PI</b></p> <p><b>A PI</b></p>
<b>6. Physical Skills (with DDA modification)</b>	<ul style="list-style-type: none"> <li>• Regular physical moving and handling</li> <li>• Keyboard skills</li> </ul>	<p><b>A PI</b></p> <p><b>A PI</b></p>

<i>where necessary)</i>		
<b>7. General Knowledge</b>	<ul style="list-style-type: none"> <li>• Commitment to and understanding of equal opportunities.</li> <li>• UNISON's aims and values and the trade union movement.</li> <li>• Knowledge of the requirements of the needs of people with disabilities</li> <li>• Knowledge and experience of health and safety good practice and legislation</li> <li>• Knowledge of ICT packages including Microsoft Office suite.</li> </ul>	<b>A PI</b> <b>A PI</b> <b>A PI</b> <b>A PI</b> <b>A PI</b>