

**ROLE PURPOSE:** To provide a broad range of caretaking duties including responsibility for opening and closing buildings, library security, health and safety issues, distribution of mail and other materials around the building.

Accountabilities	Measures of success	What you need to know
<p><b>1. Security and Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• To carry out regular security patrols within the building.</li> <li>• To be a visible presence within the building during opening hours.</li> <li>• To assist library staff in dealing with difficult and disruptive people appropriately.</li> <li>• To ensure the building functions safely and efficiently at all times.</li> <li>• To support the library manager in ensuring that health and safety issues are dealt with efficiently and routine procedures are carried out to the designated standard.</li> <li>• To keep accurate records, this includes the maintenance of H&amp;S records, check water temperatures, emergency lighting and fire alarms.</li> <li>• To ensure that all aspects of the building are safe and to take the necessary action to remedy any faults by liaising with other departments and external contractors.</li> </ul>	<ul style="list-style-type: none"> <li>- The building is maintained to a high standard.</li> <li>- Health and safety routines are carried out to comply with legal and library requirements.</li> <li>- Staff feel safe and secure within the building.</li> </ul>	<ul style="list-style-type: none"> <li>- Literacy to GCSE Grade C or key skills level 2.</li> <li>- Basic numeracy.</li> <li>- IT skills to include emails, completing forms online.</li> <li>- Basic DIY skills using hand and power tools.</li> <li>- Basic knowledge of health and safety requirements.</li> <li>- Ability to communicate with a wide cross-section of people.</li> </ul>
<p><b>2. Maintenance and cleaning</b></p> <ul style="list-style-type: none"> <li>• To assist staff and others setting up events and activity sessions and clearing up at the end.</li> <li>• To clean designated areas as required, including monitoring and maintaining the condition of the public toilets.</li> <li>• To liaise with cleaning staff to ensure that the library is clean and ready for use.</li> <li>• To carry out any other duties commensurate with the role.</li> </ul>	<ul style="list-style-type: none"> <li>- The building is maintained to a high standard.</li> <li>- Staff and customer feedback.</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to deal with difficult and disruptive people confidently and appropriately.</li> </ul>

<p><b>3. Service delivery</b></p> <ul style="list-style-type: none"> <li>• To receive, distribute and despatch goods for the library service using the appropriate procedures.</li> <li>• To move furniture around the building as required.</li> <li>• To prepare meeting rooms.</li> <li>• To work as part of a team and alone.</li> <li>• To work shifts and long hours including emergency call outs.</li> <li>• To take personal responsibility for keeping up to date with procedures and systems.</li> <li>• To participate positively in staff meetings and with other forms of communication within the service.</li> </ul>	<ul style="list-style-type: none"> <li>- Contribution to service.</li> <li>- Customer feedback</li> <li>- Mail and goods are received, distributed and dispatched in a timely manner.</li> <li>- Rooms are ready for use.</li> </ul>	<p><del>How you act</del></p> <p><u>Self motivated</u> – You can work alone or as part of a team. You are well organised and efficient.</p> <p><u>Flexible</u> – You adapt to the variations in work.</p> <p>Proactive – you are alert and proactive in identifying possible faults/health and safety issues.</p> <p><u>Physical</u> – you will be able to undertake physically demanding tasks such as bending, lifting, standing for long periods.</p> <p>You are able to handle potentially difficult situations calmly using appropriate language and behaviour calling for outside assistance if necessary.</p> <p>You are co-operative and confident in dealing with people at all levels within the building and external contractors.</p>
<p>Agreed by Job Holder..... Date.....</p>		
<p>Agreed by Manager .....Date.....</p>	<p>Review due by .....</p>	



