



Job description and person specification

Centre Caretaker/s - weekends, or weekday evenings

Workplace: Abbey Community Centre, 172 Belsize Road, Kilburn, London NW6 4BJ

Salary: £12.50 hour; paid holidays (30 days annually pro-rata), auto enrolment pension

Hours: As required, zero hours contract

- Although it is a zero-hours contract you can expect to be working at least 6 hours per week.
- Shifts will be available on Saturdays/Sundays between 9am-5pm, Mondays-Thursdays between 5.30pm-9pm.
- Additional hours will become available as weekend and weekday-evening private room hires grow.

Abbey Community Centre is a thriving local community charity and resource supporting people living in Kilburn, North-West London and nearby to lead better connected, healthier and happier lives. Our motto is *"more happens together"*.

We're looking to build a small team of people to work with us at our busy centre as Centre Caretakers (weekends/weekday-evenings) on flexible zero hours contracts on an ongoing basis.

As one of our Centre Caretakers you'll be confident and capable of working alone and your professional, courteous manner; diligence, reliability and energy will help contribute to making our community centre a safe, inviting, and welcoming place for people of all ages and backgrounds to enjoy spending time in.

You'll be responsible for welcoming and assisting visitors and users to our centre, ensuring they are aware of and follow our health & safety and fire evacuation procedures, whilst undertaking a variety of practical tasks to support our weekday evening and weekend private room hires, including setting up and clearing away equipment and furniture in rooms, cleaning, and tidying. You'll also support the efficient and effective operation of our centre generally.

To take on the role you'll have availability to work shifts that will be available on Saturdays/Sundays between 9am-5pm, Mondays-Thursdays between 5.30pm-9pm.

Job summary

- Welcome and treat all centre hirers, users, visitors, and enquirers respectfully and courteously.
- Always ensure security and safety of all people in the centre and the centre itself.
- Set out rooms as required according to the activities to take place in them.
- Provide efficient and effective caretaking support including:
 - Cleaning and tidying in and around the centre building.
 - Ensuring compliance with centre health and safety policy and other health and safety considerations.
 - Undertaking general building maintenance including simple DIY-type tasks.

Main duties and responsibilities

Act as a positive representative of our community centre

- Ensure all people using the centre are aware of and follow our health, safety and fire evacuation policies and procedures.
- Be a positive staff presence at the centre during evenings and weekends, always treating centre hirers, visitors, and enquirers respectfully and courteously.
- Warmly welcome everyone coming into centre or at the door.
- Occasionally take phone calls ensuring any messages taken are thoroughly noted and properly logged for further action.
- Answer general questions about the centre and our activities, and how people can get more information.
- Ensure centre looks welcoming, clean, and tidy.
- Help familiarise new hirers with centre and its workings relating to their bookings.
- Provide guidance to new room hirers and visitors as necessary.
- Help coordinate room users' requirements for their activities and events at the centre.
- Make sure rooms are set up in advance of bookings, and cleared away, as needed. For example, with necessary number of tables and chairs.

Ensure security and safety of centre users and centre at all times

- Supervise building while hirers and visitors are present.
- Ensure security of centre and its contents including locking up building.
- Ensure room doors and windows are locked when not in use.
- Ensure centre is compliant with health and safety, fire safety, food hygiene, any other relevant regulatory requirements, centre risk assessments and related policies.
- Actively monitor premises for any maintenance issues including hazards, rectifying these straight away when possible, reporting them when not.
- Ensure heating, lighting, alarm systems are working properly and report if not.
- Carry out simple day-to-day DIY-type tasks and minor repairs.
- Being able and prepared to lead fire drills (training will be provided)
- Being able and prepared to provide basic first aid (training will be provided)

Clean and tidy inside and outside centre building

- Perform daily/weekly/monthly caretaking duties, following caretaker duties list provided.
- Collect and dispose of litter inside and outside building.
- Almost every shift will include tasks such as sweeping and mopping floors, cleaning surfaces, tabletops and chairs, emptying bins, hoovering entrance mats.
- Additional tasks such as sweeping around the exterior of the building, ensuring paths are free of obstructions and hazards (including cutting back garden overgrowth as necessary) will also be required periodically.
- Monitor stocks of consumables such as toiletries and cleaning products. Replenish as necessary.

Other duties and responsibilities

- Regularly communicate with Centre Operations Staff; attend occasional meetings, training as required.
- Respond to emergency call outs and act as needed.
- Carry out any other duties within the scope, spirit, and purpose of job.
- Comply with Charity's policies, including Diversity and Equal Opportunities, Fire safety, Health and Safety, Safeguarding Children and Vulnerable Adults, etc.

Person specification

Essential skills, experience, capabilities, knowledge

- Ability and confident to work alone and follow lone working procedures.
- Ability to always act professionally.
- Experience of providing excellent customer service.
- Good verbal communication skills with the ability to communicate confidently and effectively.
- Ability to accurately follow verbal and written instructions and guidance.
- Ability to use own initiative and act proactively.
- Ability to take responsibility for premises.
- Ability to do cleaning tasks such as sweeping, mopping floors, hoovering, cleaning tabletops.
- Physical fitness with the ability to undertake manual handling and lifting and set up and clear away furniture and equipment.
- Flexibility with working days and times (shifts during weekend daytimes/weekday evenings).

Desirable skills, experience, capabilities, knowledge

- Experience of doing minor repairs and DIY-type tasks.
- Knowledge of health and safety requirements including risk assessments.
- Understanding of policies and procedures relating to areas such as Diversity and Equal Opportunities, Fire safety, Health and Safety, Safeguarding Children and Vulnerable Adults.
- Experience of working in or with a facilities team or similar.
- Experience of lone working.
- Experience of working/volunteering for a non-profit community organisation.

Please note: Successful applicants may need to undergo a DBS (criminal record) check to help ensure they are not a threat to children or other vulnerable people and can be trusted to act as a key holder for the building.

To apply

Please send us **your CV** along with a **short cover letter** explaining why you're a suitable person for the role, why you're interested in it, and your availability to work (from which date, what days/times).

Email: reception@abbeycc-kilburn.org.uk

By post/hand deliver to: Reception, Abbey Community Centre, 172 Belsize Road, London NW6 4BJ