

Community Hub Caretaker

PART 1: JOB DESCRIPTION

Job Title:	Community Hubs Caretaker (zero-hours)
Location:	Community Hubs based at Jubilee Centre, St Albans and Friendship House, Hatfield.
Salary:	£12.25 per hour (higher rate at weekends and bank holidays)
Hours of Work:	Zero-hours
Responsible for:	No line management responsibility
Contacts:	Jubilee Centre meals staff; users of the Jubilee Centre; room hire administration team.
Role Summary:	
<p>This role will be primarily based at the Jubilee Centre, a wonderful Victorian building in the centre of St Albans. The centre is primarily used as a base for the provision of meals on wheels and other services to older, disabled, and otherwise vulnerable adults. Alongside these services, the centre caters to a range of community groups, such as yoga classes, puppy training, and birthday parties. There will also be opportunities to care take at Friendship House, Hatfield – a welcoming and inclusive community centre which is also available for community groups to hire.</p> <p>This is an important role, in which you will be helping to ensure the safety, security, and cleanliness of the building during hiring periods. You will also be responsible for handling any queries from hirers, taking appropriate action in the event of an emergency, and opening and closing the centre as required.</p>	
Principal Responsibilities	
<p>Premises management:</p> <ul style="list-style-type: none"> • Open and close the building, ensuring it is secure at the start and end of each day. Note: this will only be required at the Jubilee Centre if the hiring period is outside of the meals on wheels operational period (usually 8am to 3pm seven-days-a-week). • Conduct regular checks of the building and parking areas to identify maintenance or safety issues. • Ensure that hirers have signed in, and taken a register of their attendees. • Monitor hirers' usage of the car park, and redirect to alternative parking locations as required. <p>Cleaning and maintenance:</p> <ul style="list-style-type: none"> • Ensure that hirers are compliant with their hiring responsibility to leave their hired room in a clean and tidy condition. Where required, carry out general cleaning duties to ensure that the room is clean and tidy for the subsequent hirers. • Support the regular contracted cleaner by regularly check the toilet facilities to ensure 	



cleanliness, and restock supplies as required.

- Ensure outside areas, including entrances, are clean and free from hazards.

Room set-up:

- Support hirers to set up and take down furniture and equipment for events, meetings, or group activities.
- Support hirers with locating kitchen facilities as required.
- Prepare teas and coffees for hirers as required.

Health and safety:

- Monitor fire safety equipment and procedures, including fire drills and checks.
- Report and respond to any health and safety concerns raised by hirers.
- Ensure all hirers are aware of HILS' fire safety procedures and assembly points.
- Act in accordance with HILS' Fire Safety Policy at all times.
- Maintain records of incidents and accidents, as required.

Support to Centre Users:

- Provide a helpful and friendly point of contact for visitors, staff, and volunteers.
- Support occasional evening or weekend events, where needed.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by your line manager and other members of the Senior Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

Qualifications & Job Requirements:

Essential:

- Ability to understand written and verbal English
- The right to work in the UK
- Fire warden training

Skills, Knowledge, and Experience:

Essential:

- Good interpersonal skills - able to communicate warmly and clearly with clients, carers, professionals, and colleagues.
- Experience in a client facing, or customer service-based role
- Ability to remain calm and organised in the event of an emergency.

Desirable:

- Experience with care-taking or building supervision.

Personal Qualities:



Essential:

- Embodies HILS' values in being caring and compassionate, acting with integrity, and going above and beyond.
- Helpful and proactive approach to working with others
- Reliable and accountable
- Team player

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: We **go above and beyond**; we **act with integrity**; and we are **caring and compassionate**. Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.