



Post Title:	Caretaker
Reports to:	Head of HR & Internal Operations
Job Purpose:	To manage the Sensory Services by Sight for Surrey centre, including the building, grounds and services.
Job location:	On-site at Bridgehead House, 215 Barnett Wood Lane, Ashted, Surrey, KT21 2DF
Hours of work:	Full time (40 hours) usually worked Monday – Friday, 8:30 am – 5.30 pm with a 1 hour unpaid break with flexibility to attend the centre when required during the evening and at weekends (with Time Off In Lieu)

As Caretaker you will pro-actively ensure the centre is maintained to the highest standards, and that the centre runs smoothly on a day to day basis. You will ensure compliance at all times with Health & Safety regulations, conduct regular risk assessments and centre improvements, and provide a visible and approachable presence for visitors, volunteers and staff. You will work with and coordinate a small team of volunteers to aid the smooth running of the centre. You will manage contractors and suppliers.

Key Responsibilities

- **Contractor & Supplier Management** – Oversee the delivery of contracts, and ensure value and quality.
- **Operational Oversight** – Ensure the centre continues to run smoothly, carry out regular inspections, resolve issues promptly.
- **Compliance & Safety** – Ensure statutory checks and Health & Safety obligations are met and documented.

- **Conduct basic building repairs and maintenance tasks and to effectively prioritise and delegate these tasks where appropriate.**
- **Coordinate and support volunteers** – work with a small team of volunteers to support the smooth running of the centre.
- **Projects** – Work closely with the Head of HR & Internal Operations to deliver key projects outside of the day to day in line with the overall strategy.

Principal Accountabilities:

1. Opening and securing Bridgehead House and managing the alarm system
2. Monitoring cleaning standards across the site, liaising with and managing suppliers where required
3. Carrying out general maintenance and minor repairs
4. Carrying out routine Health and Safety tasks including the weekly fire alarm checks, legionella management, emergency lighting and all other compliance requirements. Recording all required checks appropriately to be available for inspection.
5. Management of stocks and supplies, sourcing the best value for money and quality.
6. Being the Lead Fire Marshall, which will include the management of regular fire drills and improvements following these.
7. Maintaining safe, tidy and welcoming outdoor areas — including litter picking, drain clearing, gritting and seasonal upkeep when required.
8. Monitoring and operating internal equipment and services for example heating/air conditioning, lift etc. including arranging and documenting the servicing and maintenance of these.
9. Managing waste and recycling
10. Handling and sorting deliveries
11. Assisting with basic IT issues relating to desk set up, new starters, leavers and facilitating logging IT tickets with the IT supplier and any other suppliers.
12. Supporting and preparing for events with room set-ups and furniture movement.
13. Liaising with contractors attending site for out of hours visits where required.
14. Working as part of the wider centre team, stepping in to welcome guests and visitors to the charity when required, and taking on any wider support to assist with covering any absences.

Skills and Qualifications

Essential:

- Experience of managing a centre as a Caretaker, or Facilities Manager, including managing suppliers and/or contractors.
- Knowledge of current Health & Safety regulations
- Excellent organisation and prioritisation skills
- Excellent problem-solving skills
- Ability to communicate effectively with staff, volunteers, suppliers and visitors
- Enthusiastic with a highly pro-active approach
- Good IT skills, ideally with experience of using Microsoft 365
- Able to undertake a role involving lifting, and other physically demanding tasks on a daily basis
- Ability to conduct general maintenance/small repairs to the property/environment where appropriate
- Able to travel in Surrey, including out of hours, transporting equipment when required

Desirable:

- Health and Safety qualification
- General handyperson experience and/or related qualification
- Experience of working with volunteers
- Experience of working within a Charity

Work Context:

This is a full-time post with the responsibility of being a key holder and the primary person to open and close the building. The job role is essential to enabling the Charity to run smoothly and effectively. The work involves a considerable variety of tasks both internally and externally. It requires organisation, patience, discipline and close time management in order to prioritise and meet deadlines. Good interpersonal skills are essential to ensure all colleagues are supported and enabled.

Sensory Services by Sight for Surrey constantly needs to reassess its priorities in line with a changing funding environment and the needs of the people we support. These factors are crucial to the charities survival and need careful attention. In order for the charity to successfully manage these pressures there is a need for all staff to be flexible and

work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

Competencies Required

Strategic/Operational Management

Understanding the objectives in the strategy and how their work contributes to the success of Sight for Surrey and our mission.

Making Things Happen

Be proactive in the role. Achieving required standards of work. Managing their time effectively. Collaborating with others to make things happen. Handling difficult situations patiently, calmly and effectively, discussing problems and suggested solutions with the Head of HR and Internal Operations

Communication

Communicating information to the right people in a positive, accessible, timely and clear manner. Listening actively, demonstrating understanding of communications they receive and responding to them appropriately.

Developing Others

Sharing their knowledge and skills with others, where possible. Supporting others in their development and contributing positively to the development of their work.

Managing/Embracing Change

Seeking ways to continuously improve performance. Suggesting ways where improvements to internal operations could be made. Is open to new ways of doing things. Adapting positively to changes and feeding

back the impact of changes to the Head of HR and Internal Operations.

Personal Impact

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the people we support and acting politely and helpfully at all times. Respecting the opinion and expertise of others.

Customer Focus

Building good professional relationships with colleagues and external suppliers. Endeavouring to understand what they want and being responsive to their needs. Respond positively to feedback.

Use of IT

Using relevant technology pro-actively and effectively to do their job and support others through guidance and training. Helping facilitate deploying IT requirements across the organisation, including helping troubleshoot basic issues alongside our IT supplier where needed. Training will be available as appropriate.

Management of volunteers

Working effectively with a small team of volunteers to maximise impact for the Charity.

Working Environment:

Centre based with daily outdoor tasks in all weather conditions.

The post holder will wear a branded Sensory Services by Sight for Surrey uniform polo shirt and fleece which will be supplied.

Dimensions:

Staff: None

Volunteers: Up to 4 with Volunteer Management training provided

Financial: None

Statistics: N/A

Organisational chart: At induction.

Verification:

Post Holder Name:

Signature:

Date:

Line Manager Name:

Signature:

Date: