



Job Description & Person Specification

Post:	Caretaker
Responsible to:	Facilities Manager
Responsible for:	N/A

Overall job purpose

To support the BEC Team in ensuring the functionality, safety and sustainability of buildings, grounds, infrastructure and real estate in our property portfolio.

To be responsible for completing routine maintenance, undertaking repairs and tackling a range of other practical tasks. Your duties can include carpentry, light plumbing, electrical work and groundskeeping, ensuring the site is fully compliant with all relevant health and safety legislation.

You may also be required to support other areas of the business, ensuring our commitment to building extraordinary communities and social outcomes that positively impact our communities, is at the heart of all we do.

Behaviours

As a company, we set high standards of performance and ethical behaviours. The following corporate behaviours underpin the working environment at BEC and assist us in delivering our vision:

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference
- Accountable for actions
- Courageous leadership
- Environmentally responsible

Health and Safety

The postholder is required to carry out the duties in accordance with the Company's Health and Safety policies and procedures.

Diversity

The postholder is required to always have due regard for equal opportunities and diversity, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all employees.

People Management

To support the team for whom the post holder is responsible, in the pursuit of their training and development needs, enabling them to fully meet the business objectives of BEC and their own career potential.

Quality

To support BEC in striving to create a client service culture with total commitment to quality.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

. Key Objectives

Facilities / Maintenance

To be responsible for and manage the operation and delivery of facilities by:

- Acting as the first point of call for all internal and external facility maintenance related queries.
- Ensuring all planned internal maintenance tasks are carried out on the park and equipment to ensure consistent operation and in line with the company's maintenance files.
- Ensuring all maintenance tasks carried out on the park are recorded effectively.
- Ensuring defects identified throughout the park are remedied promptly and effectively.
- To be on call for handling any emergencies.
- Responsibility for the management budget.
- Coordinating and evaluating security on a regular basis.
- Providing support and assistance to our ground maintenance team.

Health and Safety

To be responsible for and manage the operation and delivery of site health and safety by:

- General co-ordination of health and safety throughout the facility and upkeep of all associated and relevant documentation
- Acting as the Competent Person for health and safety on the site
- Conducting Risk Assessments and other appropriate health and safety assessments
- Managing the maintenance and repair issues
- Logging repair issues reported by the tenants
- Management of in-house property management system
- Liaising with FSOs, tenants and contractors to arrange the repairs
- Creating the Works Orders and organising and coordinating the maintenance jobs
- Carrying out the maintenance job or ensuring it is passed to the correct contractor to be carried out
- Carrying comprehensive snag lists on completion of works
- Arranging and carrying out quarterly inspections on the condition of the properties
- Sourcing materials
- Dealing with supplier invoices
- Building good relations with the tenants, landlords and suppliers
- Ad-hoc tasks to assist employees and to ensure the smooth running of the back office
- Have the ability to carry out minor repairs
- Problems relating to doors, windows and locks, repairing damaged door furniture, fixing extractor fans, and repair joints, install and repair kitchen counter tops and cabinets, fit and repair wooden flooring. Basic Carpentry skills
- Basic plumbing skills
- Replacing washers, taps, fixing leaks, slow draining sinks/blockages and replacement of toilet repairs, faults with kitchen fittings and basic knowledge on boilers
- Electric fuse replacement
- General maintenance
- Basic gardening and tidying up, collection of items
- Pre-plan resources against scheduled work in liaison with the Facilities Manager against scheduled work program.

- Challenge any instances of poor productivity and poor quality, providing appropriate coaching feedback to employees and operational resolution to the Facilities Manager
- Compile necessary work schedules and other paperwork such as safe working instructions/procedures necessary for performance monitoring and quality assurance
- Maintain computer records in a timely and accurate manner
- Work with the BEC team as necessary to set a good example and to establish the required performance and level of productivity
- Ensure that all employees adhere to work instructions, health and safety, legislative and quality requirements. This includes ensuring employees follow safe systems of work and are wearing the correct supplied personal protective equipment (PPE) and uniform.
- Ensure that the team adhere to BECs values and behaviors.
- Maintain the appearance and maintenance of vehicles paying particular attention to ensuring that all vehicles are checked for defects by drivers at the beginning and end of each working day. All defects are to be reported, recorded and addressed accordingly
- Ensure all vehicles are properly equipped, kept clean and display the BEC logo and promotional information
- Maintain and control stocks of supplies, such as gloves, ear defenders, eye protection, brushes, rakes, shovels and other consumables. This list is not exhaustive. Ensure re-ordering is prompted in a timely fashion
- Ensure complaints and service failures are remedied in a timely manner. Action taken should be pre-agreed with the Facilities Manager.

Corporate

- Identify, contact and build relationships with potential customers and suppliers
- Help identify and deliver partnerships, which will either contribute to the wider aspirations of the company and/or trading opportunities
- Support the implementation of BEC's corporate social responsibility objectives and strategy
- Represent the organisation at meetings, workshops and other events as required
- Put forward ideas and strategies that contribute to the company's growth and bring a more commercial focus to the activities it currently undertakes, in particular in the areas of grounds maintenance
- Operating within BEC guidelines, ensure that any delegated budgets are managed and controlled
- Develop the personal skills which will contribute to effective team-working within BEC and promote quality and excellence in dealing with client companies and partners
- Be a fully integrated member of the BEC team developing strategies and objectives in support of BEC's aims for company growth and development, contributing to delivery and achievement of company key performance indicators and an enhanced team performance.

Person Specification

Skills & Abilities	
Essential	Desirable
<ul style="list-style-type: none"> Outstanding communication skills, both oral and written, and the ability to engage and build relationships with the team and customers Strong organisational and planning skills, the ability to prioritise, and proven success in delivering work personally (and through others) to tight deadlines Excellent interpersonal skills, enabling the post holder to influence at all levels and to work effectively as part of a team 	<ul style="list-style-type: none"> Computer literate with basic knowledge of Microsoft, Excel and Word. Understanding of financial planning, financial controls and resource management
Knowledge, Education & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> Good standard of general education Clean current driving licence H&S knowledge Knowledge of PPE Knowledge of chemicals, moving and handling equipment and rotating blades 	<ul style="list-style-type: none"> Professional membership of a related organisation. Health and safety qualification
Experience	
Essential	Desirable
<ul style="list-style-type: none"> Good level of experience on working in or with local community groups or organisations projects Experience of practical / manual work/gardening / grass cutting An understanding of tractors, mowing equipment, and associated plant and their maintenance requirements 	<ul style="list-style-type: none"> Professional membership of a related organisation. Health and safety qualification Experience of producing or managing budgets Experience of working with a wide range of partners with differing priorities
Personal Attributes	
Essential	Desirable
<ul style="list-style-type: none"> Shares and exhibits our values and behaviours in daily activities Self-motivation with drive, energy and initiative A strong focus on successful delivery Entrepreneurial and imaginative Unafraid of failure and desire to learn from mistakes and move on to alternative solutions/approaches High levels of self-motivation, with the ability to work within an environment subject to change 	<ul style="list-style-type: none"> Passion and understanding for the BEC brand, its mission and for West Cumbria as a place to live, work and do business

- Flexible attitude to working environment and ability to work as part of a team
- A team player, with an aptitude to form positive working relationships with colleagues, project stakeholders, investors and professional bodies, based on an open and professional approach
- Enthusiastic and approachable
- Resilient and calm under pressure
- Tactful, diplomatic and assertive when dealing with challenging situations
- Must be able to carry out a physically demanding role in all seasonal weather conditions and extremes

Any Other Requirements

Essential

- Ability to represent the business throughout Cumbria, the UK and internationally as and when required.
- Ability to cope with the challenges associated with the role.
- Flexibility to work at any BEC location in Cumbria.

Desirable

- Lives within a reasonable commuting distance of West Cumbria.
- Knowledge of West Cumbria and its challenges and opportunities.