

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>3OS</b>	<b>Role Title</b>	<b>Caretaker</b>
<b>Grade</b>	PS3	<b>Reports to (role title)</b>	<b>Centre Coordinator</b>
		<b>Directorate / School</b>	<b>Children, Families &amp; Lifelong Learning</b>
<b>JE Band</b>	114-134	<b>Service / Department</b>	<b>Surrey Adult Learning</b>
		<b>Date Role Profile was created</b>	<b>01/01/2017 (updated december 2025)</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To provide a security and caretaking service for an Adult Learning Centre and help ensure a safe and welcoming environment for its team, learners and centre visitors:</p> <p>Responsible for the presentation and cleanliness of the Centre, ensuring classrooms and equipment are set up as required (including for exams) and that the Centre is clean and welcoming at all times.</p> <p>Provide a knowledgeable point of contact for contractors.</p> <p>Carry out general maintenance and first-line repairs and maintenance in and around the Centre (including basic DIY and decorating tasks).</p> <p>Carry out routine system tests and reporting any Health and Safety concerns to the Centre Coordinator.</p> <p>Act as a keyholder for the Centre and ensure safe access to all users in the event of adverse weather or in an emergency situation.</p> <p>Provide reception cover when centres are single staffed to allow office staff to take mandatory rest breaks</p> <p>To share SAL's commitment to the safeguarding and welfare of all learners by actively following SAL's safeguarding policy and procedures including your responsibilities to report all concerns and disclosures.</p>
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**Work Context**

Surrey Adult Learning has seven dedicated centres in Surrey. It delivers 800 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community. Delivery takes place in centres, external venues and on-line.

Due to the nature of the service, the post holder may be required to occasionally work outside of standard office hours.

There are three main teams that make up Surrey Adult Learning:

Curriculum & Learning who are responsible for curriculum planning and delivery, quality improvement, marketing and the provision of an extensive course offer and the management of tutors and supported learning assistants employed in the service.

Operations who are responsible for customer facing functions including the operation of the adult learning centres, admissions and enrolments, and all associated administrative processes.

Business Finance & IT who look after the finances of the service, management of information systems, and the provision of technology associated with learning and the examinations office.

**Line management responsibility**  
if applicable

n/a

**Budget responsibility**  
if applicable

n/a

**Representative Accountabilities**  
Typical accountabilities in roles at this level in this job family

Service delivery

- Carry out routine tasks such as cleaning, maintaining supplies of materials and equipment.
- Where necessary ensure security of the site.

Planning and Organising

- Plan own set tasks within the day.
- Ensure materials and equipment are available as and when required.
- May be required to deputise for supervisor.

Work with others

- Answer simple queries politely and refer others.
- Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor.
- Receive visitors, workmen and contractors in a courteous manner, to promote a positive image of the site.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.

To have regard to and comply with safeguarding policy and procedure as appropriate.

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"><li>• Basic numeracy and literacy.</li><li>• Able to work towards Vocational Qualifications Level 1 or equivalent experience in relevant field.</li><li>• Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity.</li><li>• Ability to operate basic equipment.</li><li>• Basic IT skills.</li><li>• Good listening skills and enthusiasm to learn.</li><li>• Accuracy and ability to follow instructions.</li><li>• Able to exchange basic information verbally or in writing.</li><li>• May be required to undertake manual handling and physically demanding work.</li></ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Practical approach to tasks, and the ability to work as part of a team.</li> <li>• Problem-solving skills, and the ability to listen and communicate effectively.</li> <li>• Basic DIY abilities.</li> <li>• Ability to exchange basic information verbally and in writing.</li> <li>• Experience in a previous role where demonstration of reliability and ability to follow instructions needed.</li> <li>• Previous Caretaking (or similar) experience.</li> <li>• An awareness of safeguarding principles.</li> </ul> <p>Satisfactory DBS clearance is required.</p>
<b>Role Summary</b>	<p>Roles at this level carry out operational duties in a defined area using powered tools and equipment in the provision of an operational service. They perform a limited range of well-established routines within basic procedures under supervision. They are generally practical roles but require some previous work experience. The work is typically to daily deadlines; some organising of their own workload may be required but timescales will be hour-to-hour and day-to-day. The nature of planning in these roles is timing and sequencing of tasks to meet deadlines.</p>

<b>Reference Number</b>	BM-2017-408
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