

Job Description: Facilities Assistant / Caretaker

Part -Time Suit Job Share

Hours of work: The role requires 24 variable hours per week, which, if shared between two persons would be 12 hours per person per week.

Salary: £12.00 per hour

Purpose of Job: To safely and efficiently provide a range of caretaker services to ensure the smooth operation of the building with regards to cleaning and maintenance, whilst meeting the needs of the Maryhill Burgh Halls events programmes, external customers hiring the venue spaces and tenants, visitors and other users accessing the building.

The Facilities Assistant will expect a regular profile of core hours Monday to Friday including evening work as well as occasional week-end work in support of MBHT events.

Main Duties and Responsibilities:

- **Common Area Services**
 - To keep the foyer, corridors and other common areas of the building swept and clean. Note: Agency cleaners are responsible for cleaning the toilets.
 - From time to time to manage the comings and goings of visitors to the building as may be required.
 - To undertake minor running repairs to the building fixtures and fittings (non-technical only)
 - To act as keyholder and issuer of access keys and fobs to authorised users.
 - To manage the waste management arrangements for the Halls.
- **MBHT Events Support Services**
 - Clean and protect floors, furniture, fixtures and fittings throughout the public areas of the building and hireable spaces
 - Remove refuse and deal with waste, ensuring appropriate disposal
 - To work flexibly to ensure support for meetings / events within Maryhill Burgh Halls including attending out of standard working hours.
 - Setting up and breaking down of rooms and event spaces for internal events and for the needs of the other external customers hiring the venue, including furniture, technical and other equipment including erecting staging
 - Acting as an on-site liaison and resource person for external customers hiring the venue on the day of their events to assist with any additional requirements
 - Check and maintain furniture, fixtures and fittings. Reporting maintenance and repair needs to management and undertaking some minor repairs, maintenance and cleaning where appropriate.
 - Basic audio-visual and technical set-up, support and operation for events (projection, lighting, sound) (Training for this will be provided)
 - Ensuring the building environment at Maryhill Burgh Halls is conducive to the delivery of a high level of customer service and care for all visitors and users of the Halls in line with MBHT values
- **General:**
 - To undertake appropriate training and development
 - Monitor standards of agency cleaning reporting any issues to management
 - Undertake any other duties appropriate to the post as and when required to contribute to the efficient and effective operation of the Halls

Person Specification		
Skills	Essential	Desirable
Ability to manage and deliver event requirements, including the safe handling and organisation of furniture and other needs	✓	
Ability to carry out minor repairs and maintenance of a non-technical nature.	✓	
Ability to undertake general cleaning and housekeeping tasks skilfully and responsibly	✓	
Good organisational skills with the ability to manage a wide range of tasks	✓	
Good communication and interpersonal skills – written and verbal – with a diverse range of people	✓	
Ability to undertake the physical work associated with cleaning and room set-ups	✓	
Ability to deliver high standards of customer service	✓	
Ability to respond positively to problem solving and changing business, strategic and operational needs	✓	
Ability to work flexibly, including evenings and weekends	✓	
Able to handle complaints and difficult situations calmly and sensitively	✓	
Ability to use own initiative and to think creatively and proactively	✓	
Excellent time-management including managing own tasks efficiently within shift times	✓	
Experience		
Experience of Health and Safety in a venue or public attraction environment		✓
Technical experience in AV, lighting and sound for events		✓
Experience in facilities cleaning	✓	
Experience of working in an historic building or within a building housing museum, exhibition or archive collections		✓
Experience of working in a live events or public/visitor attraction environment		✓
Experience of minor repair and maintenance work	✓	
Previous experience in a Customer Service role		✓
Knowledge		
Knowledge of health and safety matters in a public building		✓
Knowledge of working within the Third, Arts or Heritage sectors		✓
Good understanding of MBHT and a strong interest in supporting its Aims and Objectives	✓	
Training and Qualifications		
Health and safety related qualifications, including First Aid and COSHH training		✓
Technical training in stagecraft, lighting, sound engineering or AV		✓