**Job Description**

**JOB TITLE :** Caretaker/ Receptionist

**GRADE :** C

**POST NO :** 2

**SERVICE :** Corporate Property

**UNIT :** Exeter Business Centre

**REPORTS TO :** Senior Estates Surveyor and Estates Surveyor

**RESPONSIBILE FOR :** No others

**LIAISON WITH :** Other Part Time Caretaker/ Receptionist, Senior Estates Surveyor, Estates Surveyor and other City Council staff, occupiers, contractors and visitors to the Business Centre.

**PURPOSE OF JOB**

To look after the day to day running of the Exeter Business Centre at 39 Marsh Green Road West to ensure the property is secure, clean and well-maintained, safely and efficiently functioning as a Business Centre.

Also to deal with enquiries from Centre occupiers, contractors and visitors/

**MAIN ACTIVITIES**

1. To look after the day to day running of Exeter Business Centre, the property and its occupiers.
2. Ensure that occupiers observe the Centre's rules
3. Carrying out of small repairs and adjustments to the property
4. Litter picking, plant watering/weeding, changing names on the tenants board.
5. Monitor parking and challenging unauthorised vehicles.
6. Deal with complaints and disputes between occupiers.
7. Show potential occupiers empty units.
8. Receive and instruct contractors.
9. Keep a check on security – loading bay door. CCTV.
10. Keep a check on heating and lighting over use.
11. Keep a check on cleaning and liaise with cleaners when necessary and waste disposal.
12. Sign for Parcels and move them to the post room.
13. Deal with occupier enquiries and problems.
14. .Any other duties commensurate with the role.

**DATE LAST UPDATED:** 03/09/2020

**Person Specification**

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**JOB TITLE :** Caretaker/Receptionist

**GRADE :**       **POST NO :** EBC2

**SERVICE :** Corporate Property

**UNIT :** Exeter Business Centre

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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Knowledge of First Aid  English Language  Building Services  Health and Safety | D  E  D  D | A I |
| **EXPERIENCE &**  **SKILLS** | Ability to use initiative  Patience and the ability to remain calm in stressful situations  Sensitivity and understanding  Excellent verbal communication skills  Customer service skills | E  D  D  E  E | A I |
| **SPECIAL REQUIREMENTS & ATTITUDE** | A Can do attitude with the ability to enforce authority when necessary | D | A I |
| **OTHER** | Able to move heavy objects. Able to climb a ladder.  Odd Jobs – being able to repair small items such as door hinges etc. | D  D | A I |

**COMPLETED BY:** City Surveyor

**DATE:** 03/09/2020

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference