

Caretaker Handyperson



The Caretaker Handyperson is a new role at the charity. You will work closely with the Facilities Manager to ensure our properties are well-maintained and provide a safe and welcoming environment to enable the charity's wider plans. You will be the eyes and ears of the Buildings Team, spotting, reporting and resolving problems. You will also be helping the housekeeper with delivering the refreshments, including light lunches, during busy periods and stepping in to cover holidays and sickness.

Responsible to	Facilities Manager
Responsible for	n/a
Location	The post-holder will work across the charity's estate in Walworth, SE17
Hours of Work	21 hours per week - six month contract Preferred working pattern: Two full days per week, with a preference for Monday to be one. Other hours to be worked flexibly and agreed on a week by week basis.
Salary	£20,020 pro rata
Budget oversight	n/a

Pembroke House

Pembroke House is a centre for social action and residential community in Walworth, south-east London.

We were founded in 1885, by students from Pembroke College, Cambridge, as one of the first settlement houses. Shocked by growing poverty and inequality, the pioneers of the settlement movement sought a new approach; taking up residence to live, work and solve problems alongside local communities.

For over 130 years, we've been working to bridge traditional divides and unite people – whatever their background or walk of life – in building a better Walworth. We currently manage two public buildings - Pembroke House and the Walworth Living Room - as well as three Houses in Multiple Occupation.

Pembroke House 80 Tatum Street, London SE17 1QR | 020 7703 3803
info@pembrokehouse.org.uk | @Pembroke1885

Registered Charity Number: 1177866 Registered Company Number England and Wales: 10586362



What will happen if this job is done well?

- Stewardship: Pembroke House's buildings will be well-maintained
- Welcome: We will provide a safe and welcoming environment for all buildings users and visitors
- Efficiency: A proactive programme of routine maintenance as well as capacity for responsive repairs will enable issues to be dealt with before they become major problems.
- Income generation: Our self-generated income from room hires and property rental will be secured and supported by responsible buildings-management

Workstream responsibility

Pembroke House's work is organised around five key streams. The Facilities Manager will work within the Enablers workstream, supporting the Social Front Door and Programming workstreams to deliver their plans.

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Key Relationships

In this role you will be expected to work closely with other key members of the team.

Facilities Manager - to support them to deliver the annual maintenance plan and required ad hoc repairs and maintenance.

Front of House - to ensure that room bookers are happy throughout their booking.

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Job description

This job description and person specification outlines the key accountabilities of, and output required from, the postholder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.

Main Duties and Responsibilities

1	REPAIRS AND MAINTENANCE <ul style="list-style-type: none">• Undertake general repairs and maintenance of the buildings and their surroundings, including items in the Annual Maintenance Plan, using power tools if required.• Monitor the state of all properties, taking the initiative to resolve problems encountered or report those which are beyond the scope of the role.• Maintain the floors in the halls of the two community centres, using floor cleaning machines where appropriate.• Oversee the work of building contractors whilst on site.
2	CLEANING <ul style="list-style-type: none">• Carry out cleaning and grounds maintenance duties, including the external waste storage areas.• Keep internal storage spaces secure, tidy, safe and accessible.• Keep footpaths immediately outside buildings clear of rubbish, foliage, snow etc. and undertake gritting duties around all buildings as soon as the need arises.• Monitor the supply of consumables and replenish them on a regular basis.
3	SECURITY <ul style="list-style-type: none">• Act as a key holder, on rota.• Respond to any breach of security/sounding of fire and/or security alarms, including out of normal working hours.• Close premises as directed by the Facilities Manager, ensuring that the check-list is completed.
4	ROOM HIRES AND PORTERING <ul style="list-style-type: none">• Make ready rooms which are to be used for bookings, ensuring that required furniture, equipment and refreshments are available.• Troubleshoot buildings-related matters during room bookings.• Clear and clean rooms after room bookings end and notify Front of House if problems are encountered.• Receive and distribute goods between premises as appropriate.• Collect or deliver goods including by car, van and public transport, when required.
5	HEALTH AND SAFETY <ul style="list-style-type: none">• Immediately clear away or zone-off hazard areas.• Undertake checks and record results in relation to fire safety.• Induct and monitor the work of tradespeople who are on site.

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6	<p>OCCASIONAL DUTIES</p> <ul style="list-style-type: none"> ● Attend special events organised by Pembroke House which may be during the evenings or at weekends. ● Attend monthly team meetings held during the evening. ● Complete other tasks commensurate with the level of the role.
7	<p>OTHER</p> <ul style="list-style-type: none"> ● Act as a Fire Warden making daily/weekly/periodic checks and follow up actions. ● Take part in weekly and monthly meetings of all staff or smaller project-based teams helping foster effective team-working and a coherent approach across all our activities. ● Contribute to developing the learning framework for our organisation as a whole by taking part actively in discussions and learning days. ● Take part in the life of Pembroke House by mucking in when a team effort is required to get something done. ● A commitment to the Equal Opportunities Policy of Pembroke House.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke House reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.

Job Description prepared by	Grisel Tarifa
Date	16 August 2021

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Person Specification

Who we're looking for

The person we appoint to this role will be passionate about buildings and customer service. We use our buildings to provide welcoming, safe and multi-use spaces that are accessible to all, as well as to generate income for our work. Our buildings are either listed or of architectural significance and include a functioning church. All require sensitivity in their repairs and maintenance.

We are looking for someone who gains satisfaction from looking after buildings and seeing them function well. You will also enjoy meeting the public and have a friendly and helpful manner in responding to their requests, as is required of a front line worker.

Person specification:

- General building repairs and maintenance skills e.g. minor repairs, plumbing, painting and decorating, carpentry and joinery and minor electrical works
- Basic IT skills including email, MS Word and Excel
- Level 2 Food Hygiene Certificate or willingness to undertake training (at our expense) to obtain one
- A working knowledge of Health and Safety legislation and compliance including COSHH
- A manual handling certificate and physically able to move multiple heavy objects such as meeting room furniture
- Able to use chemicals involved in cleaning whilst wearing PPE
- Literate and numerate
- Able to work at height and outdoors
- Able to use initiative to respond to a range of challenges
- Have a sensitive but firm approach with people
- Holder of a current driving licence
- Able to work flexible hours including some evenings and weekends, with time off in lieu
- Be sensitive to the ethos of St Christopher's Church
- Commitment to the Equal Opportunities, Data Protection, and Child and Vulnerable Adult Safeguarding Policies of Pembroke House
- A passion for the vision and mission of Pembroke House

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Working culture

Approximately a half of the team are part-time employees and we all come from diverse backgrounds and experience – ranging from local and central government and youth & community work, to academia, music, dance and politics.

We are a team that doesn't just deliver our individual programmes; we think hard about our work and its consequences. We meet regularly throughout the week in different settings.

No-one at Pembroke House is confined to a desk or computer — everyone chips in with projects, events and activities.

Food plays a central and growing role at Pembroke House: when possible we run community lunch clubs, monthly team dinners, healthy breakfasts, and lunches.

A Week of Wellbeing is organised for staff each year and other activities take place throughout the year.

For more information

Please email Michal Beno on michal.beno@pembrokehouse.org.uk

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