

JOB TITLE:	Caretaker/Steward
SALARY:	£27,166 - £27,917 pro rata
LOCATION:	Culloden Library and Centre, Culloden
HOMEWORKING:	This post is not suitable for homeworking
RESPONSIBLE TO:	Network Librarian, Culloden
JOB PURPOSE:	Cleaning and security of the facility as well as day to day duties involved in delivering a safe and efficient front line service.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Responsible for the cleaning of Culloden Library and Centre and ensuring high cleanliness standards are kept within the building whilst on duty.
- Undertake Health and Safety checks and responsibilities as delegated by the Network Librarian/RPO and maintain appropriate records in electronic format.
- Assist in the practical delivery of the Library and Centre programme, by checking the bookings for the day, preparing rooms for lets and clearing rooms upon completion of lets.
- Carry out minor maintenance and repairs in the building and ensure efficient and safe operation of all areas within the building.
- Key holder responsibility for the opening and locking of the building and general security of the premises, including occasional out of hours call outs and fire and intruder alarm operation.
- Assist with reception, customer service, cash control and bookings whilst on duty.
- Ensure safe and acceptable user behaviour whilst on duty and occasional late night functions as and when required.
- Provide a high standard of customer care, particularly in relation to communication, service delivery and confidentiality.
- Attend training as required.
- Bring to the attention of the Network Librarian any improvements that may increase the effectiveness and efficiency of the Centre.
- Work closely with all customers and members of staff from the HLH Libraries, Youth Work, Music Tuition, Leisure and Awards teams.

- Pursue continuous professional development and contribute to the continuous improvement of High Life Highland as a whole.
- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the team.
- Maintain an awareness and knowledge of the risk management responsibilities appropriate to their role, as identified within the HLH Risk Policy and associated guidance documentation.

Other Duties:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. Because of such variations it will be necessary to update this job specification from time to time.

Date: May 2026

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.

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ESSENTIAL ATTRIBUTES:

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. EXPERIENCE

- Experience of working in a Community Facility
- Experience of cleaning a Community Facility to a high standard
- Experience in observing basic principles of Health and Safety, including record-keeping
- Experience of cash handling and computer systems
- Experience of being in a position of responsibility
- Experience of working with members of the public and community groups

2. EDUCATION AND QUALIFICATIONS

- Good general education
- Health and Safety qualifications/experience or similar would be highly desirable
- To undertake a PVG check

3. SKILLS/ATTRIBUTES GENERAL

- Excellent communication skills both written and oral
- Good level of numeric skills
- Ability to demonstrate competency on computer systems
- Ability to work with diverse people of all ages

4. SKILLS/ABILITIES SPECIFIC TO THE POST

- Knowledge and understanding of health and safety legislation in the workplace
- Building cleaning skills
- To be focused on providing quality service and demonstrating exceptional customer care
- Ability to multitask and problem solve
- Basic administration and cash handling skills
- Ability to operate a security and fire detection system

5. INTERPERSONAL AND SOCIAL SKILLS

- A responsible, self-motivated individual with a high standard of performance
- Ability to work as part of a dynamic, customer-centred team
- Ability to motivate self and colleagues
- Ability to be diplomatic and observe confidentiality
- Ability to make decisions relevant and appropriate to post and situation