

JOB TITLE:	Caretaker/Steward
SALARY:	£14.12 per hour
HOMEWORKING:	This post is not suitable for homeworking
RESPONSIBLE TO:	Facilities Manager
JOB PURPOSE:	To provide cover where required with operation of the building. You will be employed by High Life Highland on a casual basis, as and when required, there are no set hours.

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.
- Complete and keep up-to-date the mandatory training required for this position, in compliance with High Life Highland's Health and Safety policies and procedures.
- Follow any operational guidance, procedures and undertake all health and safety checks and responsibilities as delegated by the Manager;
- Assist with any set up and de-rig of equipment required for events and activities;
- Carry out cleaning of all areas to a high standard;
- Check for cleanliness and safety on a regular basis (especially the changing rooms and public facilities) and ensure safe method of work are achieved;
- Update yourself regularly on all written operating procedures and carry out accordingly;
- Bring to the attention of the Manager any improvement that might increase the effectiveness and efficiency of the facility;
- Open and close the building;
- Be responsible for the security of the building including the fire, intruder alarms and key holder responsibilities;
- The reception of visitors and liaise with the general public;
- Responsible for checking stock levels of cleaning products and consumables – and where appropriate ordering replacements;
- Answering all public enquires;

- Supervision of facility users;
- Ensuring cleanliness of area outside the facility;
- Liaise with other staff/users/partners and assist the wider team;
- A willingness to assist in a wider capacity during events and activities i.e. bar work.
- Pursue continuous professional development and contribute to the continuous improvement of the team and 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 particular 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. As a result of such variations it will be necessary to update this job specification from time to time.

Date: April 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

- Working in a related field;
- Experience of working with the public;
- Experience of working with a community/voluntary groups.

2. EDUCATION AND QUALIFICATIONS

- Good general education;
- HSE First Aid At Work*;

3. SKILLS/ATTRIBUTES GENERAL

- Well motivated;
- Initiative;
- Communication skills;
- To cope with difficult people and situations;
- Ability to work with all age groups;
- Dealing with the general public;
- Can do attitude.

4. SKILLS/ABILITIES SPECIFIC TO THE POST

- Able to work shift system;
- Flexibility and punctuality;
- Building cleaning skills;
- Ability to operate security and fire system;
- Ability to carry out equipment & stage set up / take down tasks including lifting / moving of equipment.

5. INTERPERSONAL AND SOCIAL SKILLS

- Ability to get on well with colleagues and customers;
- Able to work part of a team;
- Even tempered;
- Able to make decisions.