

Role profile

Job title: Caretaker

Reports to: Visitor Experience Manager

Date prepared: December 2023

Purpose

To undertake daily cleaning and inspections of public and staff areas, ensuring that all areas of the Highland Wildlife Park are safe and well presented for our visitors and in accordance with agreed service standards and in a cost-effective manner, in support of the Royal Zoological Society for Scotland's (RZSS') mission and vision.

Scope

- Working across one site (RZSS Highland Wildlife Park)
- Provision of a first-class cleaning and customer service experience to all visitors.
- Responsible for ensuring that all public facing areas of the park are well presented, clean, hygienic and safe.

Responsibilities

Cleaning and site inspection:

- Inspect and clean public and staff areas ensuring they are clean and safe for all that use the facilities (dusting, sweeping, vacuuming and mopping surfaces in areas including staff/public areas, bathrooms, and so forth).
- Refilling and restocking cleaning supplies and toiletries (hand wash, toilet paper, paper towels)
- Maintaining cleaning products and requesting new supplies when necessary
- Conducting the clean deep of site areas as and when required.
- Ensure the site is free from litter.
- Emptying, cleaning and provision of liners for bins in common and external areas
- Ensure access/egress areas are free from obstruction including weather elements such as snow and ice.
- Assist with daily maintenance of site including grounds in a good state of repair to agreed standards.
- Proactively undertake daily site inspections of public areas and perimeter checks and diary any tasks by their priority order.
- Recommend to your manager cost-effective opportunities to minimise the impact of your department and RZSS' operations on the environment.
- Ensure work areas (admissions, car park, sentry, information desk) are maintained to the highest standard.
- Assist to provide occasional cover support on car park and sentry for the HWP site, supporting the wider team in managing visitor flows and providing customer support.,
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- Undertake minor maintenance jobs, for example, replacing damaged signage, replacing light bulbs or clearing chocked wastes pipes smaller multi trade repairs or works which do not require a technical qualification to undertake.

Health, Safety and sustainability

- To take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risks.
- Ensure all cleaning check sheets are completed as required.
- Maintaining onsite recycling area ensuring this is kept clear and that our onsite waste is being disposed of correctly.

General and Compliance

- Occasionally provide assistance in other operational areas including such as catering
 - Ensure compliance with RZSS's policies, procedures and guidelines, together with all relevant regulatory and statutory requirements
 - Engage with the RZSS appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development
- Perform other reasonable duties and/or projects as directed by your Manager.

Knowledge, skills and experience

Knowledge	Essential	Desirable
Able to identify and make safe (for self, colleagues and the public) all the utilities and services encountered whilst working on RZSS sites.	√	
Full driving licence.		√
Ability to maintain accurate records of caretaking activities and inspections.	√	
Health and safety qualification or equivalent experience		√
Skills	Essential	Desirable
Up to date knowledge and understanding of basic health and safety legislation.	√	
Good interpersonal skills and ability to engage with the public and other stakeholders.	√	
Good attention to detail and a proactive approach when completing site checks, identifying problems, resolving and /or escalating where appropriate	√	

Experience		
Experience of working as part of a team, and on your own.	√	
Experience of providing first class customer care and service including dealing with customer queries	√	
Previous demonstrable experience of working in a visitor attraction and/or charity/wildlife organisation (at a similar level), or demonstrable experience of contributing to equity, equality, diversity and inclusion in a workplace setting.		√

Behavioural competencies

Competency	Level	Essential	Desirable
Planning and Organising	Plan ahead, organise your work, take into account the potential for change.	√	
Delivering Services and Experiences	Perform your role to the best of your ability with enthusiasm and a positive approach, delivering first time, on time, every time.	√	
Finding Solutions	Use your initiative to resolve problems and find solutions within your work.	√	
Team Working	Be collaborative & seek to find a positive outcome for the team & for RZSS.	√	
Developing Talent	Take responsibility for your performance and career development.	√	
Projecting Confidence	Act in a way which projects personal credibility, inspires trust & helps you share your knowledge and experience.	√	
Embracing Change	Take the initiative to make improvements to the way you do your role.	√	

Role dimensions

Planning and Organising

- Planning is daily and works to a set routine with clearly defined priorities and deadlines, e.g. following daily checklist of tasks/activities for each section therefore limited need for prior planning.
- Minimal demands within the planning stages as the deadlines and targets (day to weekly) are pre-arranged by the role manager(s)
- Work is issued through both verbal communication, to do lists and e mail and post holder is expected to either keep a diary of completed tasks or hand in completed job sheets daily.
- After the initial brief, this role would be expected to work with minimal supervision with only daily checks to ensure the works are being completed suitably.
- If the set timescales were not achievable, the post holder would be expected to feedback to the team leader as soon as possible to highlight any issues
- Required to work with other team members to the pre-agreed plan and timescales.

Communication and relationships

- Main point of contact is the line manager/Duty Manager which would be on a daily basis.
- Good communication skills with colleagues and/or customers on regular basis to inform stakeholders (sharing basic information) of work progress as required and that we are not causing any undue disruption.
- Effectiveness in role is largely achieved by advising line manager daily of relevant information (for example site issues/concerns) positive teamwork and adherence to departmental and site protocols and guidance.
- Work with minimal supervision, under the direction of your line manager.

Problem-solving and decision making

- Operates within a defined role (producing routine activities),
- Examples of routine problems that may deal with and expected to solve might include:
 - Ensuring there are adequate stocks of cleaning materials on site at all times
 - Reporting of any water issues within your area of work
 - Recycling is dealt with daily and within agreed guidelines
 - Knows when to escalate problems
- Requires assistance when dealing with unexpected problems.
- Errors would be picked up quickly as work is progressed and inspected.
- This role would have no input into policies, and they should follow the Maintenance Management policy.

The most difficult part of the job would be the working conditions as there is a lot of external working with limited access to shelter. This is also a very manual job with some heavy lifting.

Other information

I have discussed and agreed this updated role profile with my manager

Name:

Signature:

Date:

