



SOUTH LANARKSHIRE  
Leisure & Culture

## Hall Keeper Job Profile

<b>Service:</b> Cultural Services	<b>Grade Scale:</b> Grade 1 Level 1
<b>Reports to:</b> Cultural Facilities Officer	

Purpose of Job
Monitor building security, maintenance, heating and internal and external cleanliness in line with quality standards and South Lanarkshire Leisure and Culture policies
Key tasks and responsibilities
<ul style="list-style-type: none"> <li>• Clearing and cleaning within the parameters of the building grounds in accordance with the Trusts litter policy</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake minor reactive repairs in line with Trust procedures and notify line manager of any concerns regarding contractors' activities</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake completion of appropriate records and paperwork in accordance with Trust policies and procedures</li> </ul>
<ul style="list-style-type: none"> <li>• Advising lessees of their responsibilities regarding lets and advising line managers of any concerns, complying with all aspects of the Health and Safety Management system</li> </ul>
<ul style="list-style-type: none"> <li>• Liaising with internal and external customers in line with the Trust policy, for Community managed halls, also liaising with management committees</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake reception duties, as required</li> </ul>

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>		
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of health and safety in a facility environment</li> <li>• Cleaning experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of facility and equipment set ups.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Friendly, customer focus skills.</li> <li>• Use own initiative.</li> <li>• Work as part of a team or on your own effectively.</li> </ul>	
<b>Other</b>		

## Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be from your present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

## Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

### Own It – what can you do

- Are motivated to deliver the best possible services.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

### Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

### Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

### Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.

- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.