

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Porter / Caretaker	Grade: 3
Directorate: Commercial Development and Economic Growth	Service: Assets
Post No: CPRC19	Date of Issue: March 2026
Responsible to: Facilities Management Officer	

Main Purpose of Job:

To assist in the provision of an efficient and effective facilities management service to the Council's premises.

Main Tasks/Duties/Responsibilities

1. To ensure that the premises are available for use between the times required.
2. To make any necessary arrangements for the setting out and collection of furniture etc as determined by any booking for the hire of any room(s) or building(s).
3. To assist in the provision of security arrangements for any public building as required.
4. To carry out cleaning duties to all areas at various council buildings as required, to meet the needs of the service.
5. To use the equipment and materials provided in accordance with proper procedures and Guidelines and COSHH regulations.
6. To report any vandalism, problems with occupancy, equipment and materials requirements to the Facilities Officer as necessary.
7. To ensure that adequate supplies are stock checked, maintained and ordered for use at various council buildings as required.
8. To collect and dispose of any waste in accordance with established procedures and guidelines as required.
9. To collect litter and accumulated rubbish from the external vicinity of the building, paying particular attention to drainage gullies etc.
10. To collect, sort and distribute mail, parcels and goods etc throughout the Council's premises including external collection and delivery points.

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11. To service the toilets in the Castle House (and other main buildings), replenishing supplies of toilet rolls, paper towels and soap etc.
12. To staff Castle House main reception desk between the hours of 7.00am and 8.30am and 5.00pm to 6.00pm or at any other times as directed and to deal with any enquiries received.
13. To assist in the preparation (and the resultant clearing away on completion) for any function held on Council premises.
14. To assist in the collection of wastepaper for recycling and general waste disposal as required.
15. Assist with the movement of furniture within the buildings as directed.
16. Ensure the safety, good order and discipline of persons using any premises during public hires or other organised events.
17. Assist with the safe evacuation of all persons from the buildings in an emergency following previously defined roles.
18. To undertake a wide range of portering/caretaking duties as required. (Gritting etc)
19. To assist in the testing of fire alarms.
20. Carry out basic maintenance.
22. Deliver/Collect mail from Knutton Lane Depot.
- 23 Open Hassell Street Toilets as and when required.

General

- 1 To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
- 2 To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
- 3 To maintain awareness of risks and incorporate these into the formal risk management process and to control the risks inherent in your job and report any risk concerns to your manager.
- 4 To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
- 5 To be aware of and adhere to the Council's Equal Opportunities Policy.

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- 6 To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
- 7 To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
- 8 To be aware of and adhere to the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.

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