

Westside Resource Centre

Job Description for Caretaking & Evening Reception Worker

Job Title:	Caretaking & Evening Reception Worker (Part-time)
Name of Employer:	Westside Resource Centre CLG. Seamus Quirke Road, Galway.
Overall Purpose of Job:	To be responsible for providing a clean, safe environment for tenants, staff and service users of the Westside Resource Centre and act as an overall support to the work of the Centre.

Key Areas of Work

Caretaking & Manual Work

- Routine upkeep and cleaning of the Centre's interior facilities, exterior grounds and equipment.
- Move furniture, equipment and storage materials as required.
- Ensure the Centre's equipment and furnishings are maintained & serviced and carry out minor repairs / redecorations.
- Ensure meeting rooms are appropriately presented and set & unset in line with requirements.
- Implement the Company's Health & Safety, Booking and Tenancy policies and procedures.
- Open and close the building as required; liaise with security contractors & key-holders.
- Maintain appropriate inventory of supplies and consumables.

Reception & Customer Service

- Facilitate the use of the Centre as a resource to the community.
- Operate the reception desk, greet and facilitate service users and general callers to the Centre.
- Address queries and refer people to services if required.
- Assist in the coordination of bookings and all arrangements for groups using the Centre.
- Allocate messages & deliveries for the Centre, tenants and other service users.
- Assist the Manager in planning and organising public meetings and events.
- Maintain fire safety register & other records.
- Keep caretaking records and registers up to date.

General

- An ability to work alone and on own initiative.
- Participate fully as a team member.
- An ability to deal effectively with the public and a diverse range of people and groups.
- Perform any other duties that may be deemed necessary by the Board of Directors from time to time.

Hours of Work

- The position is part-time 24 hours per week. The usual hours of work are 4.00pm-9.30pm Monday to Thursday and 4pm-6pm on Friday.
- Additional hours will arise occasionally and are paid at the normal rate (or granted as time-in-lieu) if occurring during Normal Opening Times. For example, the Caretaker will occasionally be required to staff the Centre when colleagues are on annual leave.
- The resource centre has Normal Opening Times of 8.30am-9.30pm Monday to Thursday & 8.30am-6pm on Friday. *Any weekend bookings are by prior arrangement only, staff working such hours normally have advance notice and are paid (or granted time-in-lieu) at 1.5 times their normal rate for working such 'outside hours'.*

Accountability

The Caretaking & Evening Reception Worker will report to the Manager. Further support and supervision is available from the Staff Liaison sub-committee of the Board of Directors.

Confidentiality

The Caretaking & Evening Reception Worker will be expected to observe confidentiality at all times in relation to the Westside Resource Centre business.

Salary

€14,164.80 Per Annum. *(Plus any additional hours arising.)*

The Caretaking & Evening Reception Worker's contract of employment will be subject to continued and sufficient income being available to Westside Resource Centre CLG through grant income and income from services provided.