



Hamara Healthy Living Centre

Job Description

Job title: Front of House Admin/Caretaker

Service Area: Facilities

Responsible for: No line management responsibility

Responsible to: Line Manager

Type of Contract: 1 Year Fixed Term with the potential of an extension.

Hours: 16 hours per week (flexibility in the hours worked will be expected of the post holder, including availability at evenings and weekends).

Salary: £11.44 per hour

Job Summary/Main purpose of the job:
To provide efficient and effective caretaking support to any Hamara premises including ensuring the security and general appearance of the buildings and surrounding areas are maintained in accordance with Hamara HLC required standards. To undertake maintenance duties as directed by the Operations Manager and or CEO as outlined as below.

Responsibilities/Main Duties:
Position Overview: We are seeking a dynamic and proactive Front of House Admin/Caretaker to join our team. The ideal candidate will be responsible for ensuring the smooth

operation of front-of-house administrative tasks and caretaking duties. This role requires flexibility to work unsocial hours, including evenings and weekends, to oversee facility bookings and maintain security by locking up premises. The Front of House Admin/Caretaker will play a crucial role in providing excellent customer service to visitors and stakeholders.

Key Responsibilities:

- Manage front-of-house administrative tasks, including answering phone calls, responding to emails, and handling inquiries.
- Greet visitors, partners, and guests in a friendly and professional manner.
- Oversee room bookings and ensure accurate scheduling of facilities.
- Maintain cleanliness and tidiness of front-of-house areas, including reception, lobby, and common areas.
- Lock up premises at the end of the day and ensure security protocols are followed.
- Assist with setting up and clearing away rooms for events, meetings, and functions.
- Handle cash transactions, process payments, and maintain accurate records.
- Collaborate with other staff members to ensure seamless operations and exceptional customer service.
- Perform caretaking duties, such as minor maintenance tasks, ensuring health and safety compliance, and reporting any issues.
- Act as a point of contact for emergency situations and follow appropriate procedures.

Qualifications and Skills:

- Proven experience in a front-of-house or administrative role, preferably in a similar environment.
- Strong communication and interpersonal skills with the ability to interact with diverse individuals.
- Excellent organisational skills and attention to detail.
- Ability to work independently and prioritise tasks effectively.
- Flexibility to work unsocial hours, including evenings and weekends.
- Basic knowledge of security procedures and emergency protocols.
- Proficiency in basic computer applications, such as MS Office suite.
- Physical capability to perform caretaking duties, including lifting and carrying.
- A proactive and positive attitude with a willingness to learn and adapt.

Education and Certifications:

- High school diploma or equivalent required.
- Additional certification in administration, customer service, or security is desirable.

Organisational Requirements

General:

- To support colleagues with any operational needs, as and when required.
- To work outside of ordinary office hours, as required.
- To complete any other reasonable duties, as required.
- To respect and uphold Hamara’s written policies and procedures in place.
- To attend any meetings, as required.
- To commit to personal and professional development. This includes undertaking appropriate training where required, or requested to do so.
- To commit to the ethos and values of Hamara.
- Satisfactory DBS Clearance

Equal Opportunities:

Hamara is an equal opportunities employer. Hamara is committed to promoting anti-discriminatory practices within the society, the organisation and in the promotion of its services to the community. Hamara expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination issues, as appropriate, and undertake any appropriate training.

Safeguarding:

Hamara is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants and staff will be required to demonstrate understanding of and commitment to best safeguarding practice.

Please be aware, you may be expected to do conduct yourself in other ways and undertake different duties which are reasonable, in the opinion of the Company. Your job description is not limited and may be reasonably modified as necessary to meet the needs of the business.

Employee:	
Signed	
Date:	

Employer: Hamara Healthy Living Centre

Signed: R. Mohammad
Date: 19.04.2024

Date the Job Description was created:	19.04.2024
Signature of Manager who has ratified the Job Description:	Raheem Mohammad

HAMARA

Person Specification

Job Title: Front of House Admin/Caretaker

Multi-site

Criteria	Requirements	Assessment
Experience	<ul style="list-style-type: none"> • Previous relevant experience of work in a relevant post e.g. Caretaking, property maintenance, Security or Health & Safety. 	R + I + AF
Specialist Knowledge/ Skills	<ul style="list-style-type: none"> • Physically fit, with the ability to lift, carry and work at height • An awareness of Workplace Health and Safety legislation • Ability to open and close the Hamara premises according to timetable and management requirements. • Ability to work independently • Ability to communicate within a team and also with outside contractors. • Ability to carry out health and safety checks and maintain relevant records • Ability to manage contractors and site projects 	R + I + AF I + AF I + AF I + AF I + AF I + AF I + AF I + AF

R = Reference, I = Interview, AF = Application Form and AS = Assessment

Qualifications	<ul style="list-style-type: none"> • Relevant qualifications advantageous 	I + AF
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to organise, prioritise and work to deadlines. 	I + AF
Other job related requirements	<ul style="list-style-type: none"> • Willingness to undertake any training necessary • Willingness to work flexible hours where required. • This is a multi-site role so the candidate needs to be able to work across two sites that are a mile apart 	I + AF I + AF I + AF

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