



York Civic Trust

Promoting Heritage - Shaping Tomorrow

Fairfax House Castlegate York YO1 9RN

Tel: 01904 655543

Final Role Profile

Details of the role

Title: Caretaker

Hours: 20 hours per week

Standard working hours: maximum 08:00 – 12:00 Monday to Friday

Some additional hours may be required to be worked. These will be taken as time off in lieu in agreement with the role's line manager

Location: Fairfax House, Castlegate, York, YO1 9RN (This role is site-based) and is not suitable for working from home.

Duration: Permanent

Notice period: One month's notice on either side. There will be a three month probationary period for the role.

Salary: Basic Salary £11.88 per hour

Pension: York Civic Trust operates an auto-enrolment pension scheme for qualifying employees

Annual Leave: 20 days plus 8 public holidays pro rata

Line Management: Nil

Accounts to: Chief Executive

Key Relationships (Internal):

- Curator
- Assistant Curator and Collections Manager
- Visitor Experience and Volunteers Officer
- Cleaner

Key Relationships (External)

- Visitors to Fairfax House

ABOUT YORK CIVIC TRUST

York Civic Trust, a Registered Charity, is a membership organization that celebrates the heritage of York and how it can be used to inform and shape the development of the city.

The Civic Trust is based at Fairfax House, Castlegate, York where it operates a historic house museum (the building is owned by York Conservation Trust). The Grade 1-listed Georgian townhouse, set over five floors including a basement and attics, opened to the public in 1984 after a ground-breaking conservation and restoration programme undertaken by the Civic Trust. The restoration was a huge success creating a beautiful set of interiors filled with 18th century furniture, paintings and collections. The Civic Trust has updated the building over the last 40 years. The Trust has not, as of yet, had the opportunity to install a lift, public toilets and create a larger visitor welcome space and shop.

Fairfax House has an active programme of events, meetings and tours that operate during the day and at times in the evening. Three times a year the museum team change the exhibitions throughout the house.

On the second floor of Fairfax House are the Civic Trust offices. From here the team work across the city advising on its development, promoting its history and often working in collaboration with a range of partners conserving and rejuvenating the city's heritage. As a membership organization the Trust organizes a programme of events and activities open to members and the wider public provides opportunities to gain a greater understanding of the city and its surroundings, and of conservation issues. These are occasionally held in Fairfax House.

The organization is committed to creating opportunities for the population of York and its visitors to engage with and participate in celebrating, valuing and raising awareness of the city's heritage in its many and diverse forms. The Civic Trust's ongoing 150 plaque programme records significant individuals, events and places within the city.

York Civic Trust's governing body is its Board of Trustees drawn from its membership. A small team of employees (less than 15) are supported by a strong base of over 200 volunteers and advisors.

For more information about York Civic Trust visit www.yorkcivictrust.co.uk and Fairfax House visit www.fairfaxhouse.co.uk.

ROLE SUMMARY

This role is a key role in delivering high quality customer service to our visitors and ensuring that Fairfax House is a safe and well-maintained museum and workplace. This is a hands on role in which everyday maintenance tasks are the core of the work – some cleaning will be involved.

You will be responsible for the programmed and reactive maintenance of the museum, offices of Fairfax House and external courtyard at Fairfax House to ensure that the museum can safely open to the public with high presentation standards.

You will be a keyholder and fully open the building for staff and public admission each morning Monday to Friday. You will assist the curatorial team in the changeover of exhibitions in the house and in setting up for and taking down events that take place in the museum. Liaising with the in-house Cleaner you will ensure that high levels of cleanliness are in place throughout the building. Working with the Curator and the Chief Executive you will assist in ensuring that Fairfax House is compliant with all relevant health and safety legislation. You will be the main point of contact for maintenance contractors.

ABOUT YOU: What you will bring to the role

You will be responsible and trustworthy with experience of a key holding position.

You will bring high standards of care to your work with attention to detail to ensure high quality experiences for our visitors.

You will have a desire to be organized, pro-active and enjoy solving problems. You will be able to work independently and as part of a team.

KEY RESPONSIBILITIES:

This role will contribute to the provision of a well-maintained museum, offices and ancillary spaces. You will support the business by:

- Ensuring the museum is open and ready to safely welcome visitors Monday to Friday.
- Delivery of hands on maintenance work
- Oversee programmed and reactive maintenance work throughout Fairfax House and at times other properties owned by York Civic Trust.
- Undertake keyholding duties and along with colleagues be a named person to respond to intruder and fire alarm activations
- Assist the curatorial team in the changeover of exhibitions in the museum.
- Set and up and take down event furniture for museum event programme
- Ensure that high levels of cleanliness are in place throughout the building.
- Assist the Chief Executive and Curator in ensuring that Fairfax House is compliant with all relevant legislation.
- Be the main point of contact for maintenance contractors.
- Assist in ensuring and maintaining all processes, paperwork and procedures are compliant with best practice and relevant legislation

OTHER DUTIES AND REQUIREMENTS

The Caretaker role will:

- Develop a good knowledge and genuine interest in the property and its collections.
- Undertake any other duties that may be reasonably requested by your line managers.
- Attend staff meetings and any training courses as required to meet the requirements of the post.

What we are looking for in a Caretaker ...

Experience		Essential/ Desirable
	Proven experience of delivering key holder activities within an appropriate environment	E
	Demonstrable experience of personally delivering general maintenance work	E
	Proven experience of commissioning and overseeing contractors with regards to maintenance and health and safety.	E
	Experience of working within a small team delivering your work to an agreed programme.	E
	Experience of working under your own supervision and proactively identifying and delivering tasks.	E
	Demonstrable experience of working within a heritage/museum environment in a maintenance/caretaker capacity	D
Knowledge	A knowledge of the traditional construction and maintenance materials and techniques.	D
Skills	Well-organised and attentive to detail, always being thorough in their approach.	E
	Practical with a good set of general trade/maintenance skills	E
	Previous or current professional trade qualifications	D
	An excellent team player, working alongside colleagues, volunteers, sharing knowledge and information, helping to create a great place to work.	E
	Able and willing to respond quickly to the needs of York Civic Trust, with a flexible approach to working hours and the ability to travel within the city and further afield as required	E
	Good communication skills; able to articulate and present ideas in a clear coherent way both verbal and written	E
	Excellent interpersonal skills	E
	Professional demeanor and diplomatic skills ,positive work ethic: professional, enthusiastic, conscientious, dependable	E

Development Opportunities: (The post holder will have an agreed and individual Professional Development Programme which will be regularly reviewed and will include but not be exclusive to the following areas)

- To increase knowledge and professional skills in related areas of the role
- To research and gain knowledge with regards to York Civic Trust's audiences
- To gain further understanding and experience of the other areas of York Civic Trust's work - museum, heritage and place making.