



Cumberland Council

Post Specification

Date	September 2025
Post Group Number	8807
Post Title	Civic Centre Keeper
Job Family	Operations
Job Family Role Profile	OP5
Final Grade	Grade 5

To be read in conjunction with the job family role profile

Service Area description
This role is part of the Facilities Team that sits under Property & Assets in the Innovation & Commercial Directorate.
Purpose of this post
<ul style="list-style-type: none">• Provide a front line security and safety presence in the Civic Centre.• Provide a janitorial, mail and delivery service to Council Directorates.• Be the Mayoral Sergeant, supporting the Mayor and Mayoress at official functions and take responsibility for the mayoral artefacts
Key job specific accountabilities
<ol style="list-style-type: none">1. Provide a front line security presence in the Civic Centre on a two shift basis. On a daily basis open the building and de-activate the security alarm, check the building is safe. Lock up the building at night and re-set the alarm. Report any issues regarding security of the Civic Centre directly to Property Services.2. Check the building in the event of an alarm activation, interrogate the fire alarm and report findings to the Fire Brigade. Re-set the alarm. Test the fire alarm on a regular basis and keep records. Assist with the evacuation of disabled staff and visitors.3. Perform building maintenance, monitoring and inspection duties to the emergency systems. Carry out minor repairs such as cleaning out sumps for flood control pumps and monitor the passenger lifts for faults.4. Ensure refreshments are made available for meetings, such as Tea, coffee and biscuits, provide a room set up service for committee rooms and keep a diary of room bookings.5. Provide a support service for Council Members, particularly after hours, check room temperatures and lighting settings.6. Sort the mail on a daily basis. Take delivery of parcels and other items in the Civic Centre and deliver around the building.7. Assist the receptionist and other Customer Service staff when dealing with the public and contractors.8. Assist in carrying out an emergency escape to release anyone trapped in a lift.9. Assist the Customer Contact staff in the event of a disturbance or medical emergency.

10. Assist with energy conservation measures, read meters and monitor the heating system.
11. Assist with recycling of waste materials in the Civic Centre.
12. Provide a portage service to Directorates within the Civic Centre and on occasion other Council premises.
13. To undertake the duties of Mayor's Sergeant; to attend upon the Mayor and Mayoress (or their Deputies) as required; to be responsible for the Mayor's and Mayoress's Chains of Office and Badges whenever they are required for official duties and for the safe return of the Chains and Badges on completion of the official duty.
14. To assist with robing and other tasks at Ceremonial Events, including driving the Mayor's car and when requested carry the civic sword/mace at the head of civic processions, providing a positive and professional image of the Charter Trustee's and the dignity of the office of Mayor of Carlisle.
15. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
16. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
17. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
18. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
19. If required, assist as directed, in responding to the Cumberland Council's Emergency Plan. Please note this could require working outside of routine working hours and could entail working from places other than your normal place of work. We will take account of your personal circumstances at the time.
20. Undertake such other duties that are required from time to time and are commensurate with this position.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> • None

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ2 or equivalent experience.
- Knowledge of Council services
- Knowledge/experience of security and safety issues in a public environment
- Knowledge of ceremonial activities relating to Mayor's Sergeant
- Knowledge of emergency systems
- Computer literate
- Ability to work with minimum supervision and meet deadlines

- Effective record-keeping discipline
- Excellent customer service and communication skills
- Ability to demonstrate levels of care, accuracy, high confidentiality and/or security when handling information
- Proactive and organised
- Ability to drive/travel

Disclosure and Barring Service – DBS Checks

- This post does require a DBS check. - Basic

Job working circumstances

Emotional Demands

- Minimal

Physical Demands

- No additional demands

Working Conditions

- Minimal

Other Factors

- A uniform is provided and is to be worn on duty.
- This post could include unsocial hours, including some evenings and weekends.