

Job Description and Person Specification Caretaker

Document owner
Head of HR Services

Document no

Job Description

Directorate Property & Development	Grade £17,301- £18,099 per annum
Service Maintenance & Operations	Job evaluation number
Reports to Planned Works Supervisor	Responsible for N/A

Job purpose and role

- To be responsible for completing caretaking and cleaning duties to domestic and commercial properties which will include tenanted dwellings and providing an excellent standard of workmanship and customer service.
- This will include managing personal bespoke van stocks and materials; meeting deadlines for appointments and achieving targets for productivity. A level of flexibility and expertise will be required in completing the work 'right first time' with the minimum of supervision and the need for follow on trades.
- A key responsibility will also be to positively promote the company and a health & safety culture within the team, ensuring risk assessments and safe working practices are strictly adhered to.
- We all uphold and promote the following values through our everyday conduct. Below are our values – our way of life.
 - Considerate
 - Collaborative
 - Ambitious
 - Accountable

Main duties and key result areas

To deliver of a range of services in relation to Social Housing repairs, maintenance and cleaning.

Provide a wide range of duties connected with the delivery of caretaking and cleaning to assist with repairs, renewals and maintenance, including but not restricted to:

- Assisting general trades with delivery of the voids service including;
- Removing fly tipping
- Property and garden clearance
- Cleaning of communal areas
- Cleaning of domestic dwellings
- Cleaning of commercial properties
- Litter picking of outside open spaces
- Graffiti removal
- Collection and delivery of materials to and from site
- Minor repairs to buildings
- Assisting other trades in the fulfilment of their roles
- Ensure all activities are carried out in accordance with relevant risk assessments, legislation and best practice's
- Liaise with material and plant suppliers to ensure waste is minimised and Value for Money is maintained and improved
- Mentor Apprentices & Volunteers in the day to day operational issues
- Ensure services are delivered on time, within budget and completed to high quality standards
- Carry out own inspections of vehicle and equipment to ensure safety and use is fit for purpose
- Lead by example in promoting excellent customer service at all times
- Promote and encourage continuous improvement within the team
- Use of a handheld device to complete timesheets, worksheets and Stop/Assess assessments as necessary.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions



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and attend identified training to ensure continuous learning and improvement

- Undertake their duties with due regard to safeguarding our customers
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	02/09/2019	Updated with new Beyond Housing template

Person specification

Attribute	Detail	Essential or desirable
	Ability to carry out work activities with a minimum supervision	E
	Willingness to work unsocial hours as required	E
	Willingness to work in inclement weather	E
	Ownership of the necessary tasks to meet the contractual requirements	E
	Complete accurate records such as timesheets, maintenance sheets and material requests	D
	Interpret work schedules and local maps	D
Knowledge and experience	Minimum of 1 years' experience in a cleaning based environment	E
	The ability and experience to be a team player and be able to support and work effectively with colleagues to meet the targets and objectives of the Team and Beyond Housing	E
	Good communication skills when dealing with colleagues and customers	E
	Good knowledge of maintenance and construction	D
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E