

Place Directorate

Caretaker
Job Description and Person Specification

Job Description

| | |
|--|--|
| Job Title: | Caretaker |
| Department: | Housing |
| Function: | Housing Management |
| Team: | Environmental Services |
| Post number: | HO0345 |
| Grade: | LBR 3 |
| Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i> | 36 hours / 52.14 weeks |
| Base location: | 152 Broadmead Road, Woodford Green, IG8 0AG |
| Reports to: <i>Job title</i> | Environmental Services Team Leader |
| Responsible for: <i>Job titles of direct reports</i> | To take reasonable steps to ensure that all vehicles, tools, equipment or plant under his/her control is in a safe and serviceable condition. |
| Role purpose and role dimensions: <i>Overview of the job</i> | <p>To deliver excellent cleaning and caretaking standards, ensuring a good and safe environment for residents</p> <p>To provide an efficient and effective service in accordance with Redbridge Housing Services' policies, strategies and service plans</p> <p>To support the provision of a housing management service that is responsive and customer orientated, that aims to enhance the quality of life for residents and that encourages and supports resident involvement in the development and monitoring of services.</p> <p>To assist in the implementation and monitoring of strategies and policies relating to equality and diversity.</p> <p>To achieve agreed performance targets and standards.</p> <p>To work in conjunction with all other appropriate agencies to ensure that a "joined up" approach is used in delivering and improving services.</p> <p>To work as part of a team to ensure that the estates are maintained to agreed standards.</p> <p>To act as focal point for information, enquiries and complaints, seeking to report or resolve issues swiftly to the satisfaction of residents.</p> |
| Key internal contacts: <i>Job titles or groups of staff</i> | <p>Environmental Services Manager</p> <p>Environmental Services Team Leaders</p> <p>Housing Management staff</p> <p>Asset Management staff</p> <p>Refuse/Recycling Contractors</p> <p>Repairs Contractors</p> |
| Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i> | Vehicle, tools, plant, equipment and supplies under his/her control, security of utility cupboards. |

Other considerations:
E.g. working patterns

- To act as a point of contact between Redbridge Housing Services and residents, dealing with any queries/complaints.
- To carry out the cleaning of internal and external communal areas of housing sites by approved methods ensuring that all areas are maintained to a high standard.
- To adhere to agreed work schedules/targets and to prioritise tasks.
- To drive a council vehicle when required in order to transport staff, tools, equipment for the purpose of providing services to residents and any other council business.
- To clear bulk waste, fly tipped waste etc.
- To maintain refuse chutes/areas to required standards
- Maintenance of communal lighting, replace bulbs/tubes as necessary and report defects.
- To ensure that all tasks are completed with regard to Health and Safety requirements and safe working practices.
- To adhere to COSHH regulations and wear personal protective equipment at all times (provided).
- To carry out graffiti removal.
- To provide cover arrangements for colleagues.
- To report health, safety and security issues.
- To provide written reports as and when needed
- To liaise with contractors to enable works to be carried out on estates
- To monitor and record the performance, according to agreed procedures, of Grounds Maintenance, Refuse Collection, Window Cleaning, communal repairs and Contract Cleaning and to liaise with relevant colleagues.
- Where and when necessary use specialist equipment to deep clean and sanitise communal areas, refuse sheds/areas, bin store and other heavily soiled areas.
- To respond to emergencies and unforeseen incidents and to co-operate with other services to resolve such issues.
- To liaise with residents in working towards service improvements.
- To Safe guard the security and safety of the Housing stock with a view to maintain safety and avoid risk to residents, staff and public
- To undertake training as and when required to ensure that skills and knowledge meet requirements
- To respond to urgent call outs as and when required, with a view to minimising risk to residents or public, damage to stock and assisting or advising residents.
- To deliver and collate Satisfaction Slips, assist in the delivery of any correspondence, as and when required and to keep communal Notice Boards up to date, clean and tidy.
- To report on A.S.B. incidents such as graffiti and vandalism and notify TSO of any suspected abandoned or sublet properties.
- To carry out maintenance work on communal areas, within agreed guidelines and capabilities
- To wear provided uniform and carry ID at all times.
- To perform any other reasonable duty appropriate to the post, including undertaking project work as determined by an appropriate senior officer.
- To be aware of residents potential vulnerabilities and to report any concerns to the relevant officer.

| | |
|---|--|
| Key accountabilities and result areas: | Key elements: |
| Customer focus | <p>This will involve:</p> <ul style="list-style-type: none"> • Respond and resolve low level enquiries and problems, judging when to pass complex queries on to or involve others, to take details in order to provide an effective service and clear advice to colleagues and customers. • Provide support to the function/service and be the first point of contact for service users/clients/members of the public/visitors |
| Communicating and influencing | <p>This will involve:</p> <ul style="list-style-type: none"> • Support the organisation in regard to internal and external activities/events, collating and recording defined information documentation as requested and establishing deadlines. • Communicate and liaise with service users and/or external contacts, representing the work unit within the department/directorate as required. |
| Building relationships, working together and in partnership | <p>This will involve:</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems where possible. • Work effectively with team members and others across the Council in providing and promoting the Housing Service. |
| Respecting & implementing diversity | <p>This will involve:</p> <ul style="list-style-type: none"> • Comply with the Council's commitment to achieving equality of opportunity. • Review and investigate issues/problems and identify needs, trends and solutions, referring the most difficult concerns to supervisor/manager. |

| | |
|--|--|
| Planning, organising & achieving results | <p>This will involve:</p> <ul style="list-style-type: none"> • Use understanding of service needs, processes and systems to prepare reports. • Analyse, present and draw conclusions from relatively straightforward information, identifying trends and problems. • Feed suggestions and consultations into section/department/functional/work unit's information systems. • Maintains records using manual systems, database & spread sheet applications • Follow established ordering procedures to ensure adequate resources are available to meet work requirements. • Maintain stock records and review , to contribute to resource planning • Assess/analyse service user/client activities. • Perform support tasks which contribute towards an area which is specialist in nature and/or delivering own work from start to finish. • Ensure a range of activities and schedules are delivered according to agreed deadlines and standards |
| Embracing change | <p>This will involve:</p> <ul style="list-style-type: none"> • Plan and prioritise own work activities as required to ensure operational efficiency, responding to new pressures (including those arising from non-standard work), and to the manager's or work unit requirements. Adjust priorities as needed. • Provide cover in the absence of team colleagues, or as and when required |
| Resources | <p>This will involve:</p> <ul style="list-style-type: none"> • Monitor and take responsibility for resources, within defined procedures. |
| Green Statement | <p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job. |
| Data Protection/Confidentiality | <p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with the councils 'procedures. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements. |

| | |
|--|---|
| Conduct and Whistleblowing | <p>This will involve:</p> <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination. |
| Safer Working | <p>This will involve:</p> <ul style="list-style-type: none"> Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview. |
| Equalities | <p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination. |
| Customer Care | <p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services. |
| Health and Safety | <p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management. This post has been designated as safety critical, in accordance with the Council's Alcohol, Drugs and Substance Misuse Policy. Employees in designated Safety Critical roles are prohibited from consuming alcohol at any time during their normal working hours, including breaks and when on-call. |
| To contribute as an effective and collaborative member of the team | <p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements. |

| | |
|-------------|--|
| Flexibility | <p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence. |
|-------------|--|

Person Specification

| | | | |
|--|--|-----------|-----------|
| Job Title: | Caretaker | | |
| <i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i> | | A - I – T | Weighting |
| Minimum education/ qualifications: | Able to demonstrate literacy to a reasonable standard. | A-I | 2 |

| | | | |
|---|---|-----|---|
| Minimum experience/ knowledge/ skills: | To have previous experience in a Caretaking/Cleaning environment or similar customer facing role. | A-I | 3 |
| | Ability to work as part of team. | A-I | 3 |
| | Ability to be flexible and to be able to respond to customer needs. | I | 3 |
| | A genuine commitment to customer care. | I | 2 |
| | Is mindful of equality and diversity issues in providing services to avoid discrimination. | I | 2 |
| | Ability to work alone and use initiative. | I | 3 |
| | Ability to carry out basic maintenance tasks i.e. replacing bulbs, tubes | A-I | 3 |
| | Ability to plan and organise duties to ensure work schedules are adhered to. | I | 3 |
| | Ability to communicate sensitively and effectively with all residents. | I | 3 |
| | An understanding and awareness of Health and Safety guidelines and how these might apply in the workplace. | I | 2 |
| | An understanding of COSHH procedures. | I | 2 |
| | Full valid driving Licence. | A | 2 |
| | Ability to cope with the physical demands of this post i.e. graffiti removal, cleaning, maintenance of communal lighting. | A-I | 3 |
| Special Conditions: | <p>This post has been designated as safety critical, in accordance with the Council’s Alcohol, Drugs and Substance Misuse Policy. Employees in designated Safety Critical roles are prohibited from consuming alcohol at any time during their normal working hours, including breaks and when on-call.</p> | | |

