

Housing Services

Caretaker Supervisor Job Description and Person Specification

October 2025

Job Description

Job Title:	Caretaker Supervisor
Department:	Housing Services
Function:	Housing Management
Team:	Environmental Services
Post number:	
Grade:	LBR06
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 Area Lead
Responsible for: <i>Job titles of direct reports</i>	Up to 7 Housing Caretakers/Driving Caretakers
Role purpose and role dimensions: <i>Overview of the job</i>	• To support the Environmental Service Area Lead in delivering high-quality caretaking and cleaning services across housing estates. The Caretaker Supervisor acts as a working supervisor, ensuring daily tasks are completed efficiently and estate standards are maintained. • To deliver excellent cleaning and caretaking standards, ensuring a good and safe environment for residents • To provide an efficient and effective service in accordance with Redbridge Housing Services' policies, strategies and service plans • To support the provision of caretaking 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. • To support the delivery of area or estate plans. • To work closely with Neighbourhood Officers who share patches and areas covered by their caretaking team. • To assist in the implementation and monitoring of strategies and policies relating to equality and diversity. • To achieve agreed performance targets and standards. • To work in conjunction with all other appropriate agencies to ensure that a "joined up" approach is used in delivering and improving services. • To act as focal point for information, enquiries and complaints, seeking to report or resolve issues swiftly to the satisfaction of residents. • To take reasonable steps to ensure that all vehicles, tools, equipment or plant under his/her control is in a safe and serviceable condition.
Key external contacts: <i>Organisations</i>	• Refuse/Recycling Contractors • Repairs Contractors

Key internal contacts: <i>Job titles or groups of staff</i>	• Environmental Services Manager • Environmental Services Team Leaders • Neighbourhood staff • Asset Management staff
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	• Vehicle, tools, plant, equipment and supplies under the control of their Caretaking team, security of utility cupboards. • Supports value for money through efficient local delivery.
Key areas for decision making:	• Day to day decisions relating to management and coordination of Caretakers' workloads, priorities and resources. • Assist Environmental Area Leads in implementing service improvements.

Other considerations: <i>E.g. working patterns</i>	• To act as a key point of contact between Redbridge Housing Services and residents, dealing with any queries as appropriate. • 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 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 Safeguard 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	This will involve: - 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	This will involve: - 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	This will involve: - Act as the first point of contact for caretakers on operational issues. - Provide on-the-job guidance and informal supervision. - Maintain close working relationships with other Caretakers and Neighbourhood Officers, 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	This will involve: - 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	This will involve: - 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	This will involve: - 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	
General accountabilities and responsibilities	
Green Statement	This will involve: 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	This will involve: - 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 Caldicott principles. - 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	This will involve: 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	This will involve: 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 Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	This will involve: 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	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: 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.

To contribute as an effective and collaborative member of the team	This will involve: • 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	This will involve: • 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 grading level and competence.

Person Specification

Job Title:	Chargehand		
<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 and numeracy to a reasonable standard.	AI	2
Minimum experience/ knowledge/ skills:	• Experience in caretaking or estate services • An understanding and awareness of Health and Safety guidelines and how these might apply in the workplace. • Ability to carry out basic maintenance tasks i.e. replacing bulbs, tubes • An understanding of COSHH procedures. • Full valid driving Licence. • Ability to cope with the physical demands of this post i.e. graffiti removal, cleaning, maintenance of communal lighting.	AI IT AI IT A AI	3 3 3 2 3 3
Minimum competencies: Customer focus	• Reliable, proactive, and resident-focused • Ability to be flexible and to be able to respond to customer needs. • A genuine commitment to customer care. • Ability to communicate sensitively and effectively with all residents.	I I I IT	2 2 2 2
Communicating and influencing	• Good communication and problem-solving skills	IT	2
Building relationships, working together and in partnership	• Ability to lead and motivate a small team	AI	3
Respecting & implementing diversity			

Planning, organising & achieving results	• Ability to plan and organise duties to ensure work schedules are adhered to. • Ability to use initiative.	IT I	3 3
Embracing change			
<i>For those with managerial responsibility</i> Leadership			
Managing and developing people			
Special conditions:			
Signature of Employee:	Name:	Date:	