



## **Job Description and Person Specification**

### **Job details**

Job title: Housing Caretaker – Motherwell House

Grade: Target Grade: BAND 1

Reports to: Senior Neighbourhood Officer

Responsible for: 1<sup>st</sup> Class Services

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Management Services

### **Purpose of the job**

To be responsible for effective caretaking services at Motherwell House including the general cleaning, rubbish removal, painting and minor ad hoc maintenance of the communal areas and grounds. The post holder will also be responsible for undertaking routine and prearranged Fire testing and logging records. The post holder is expected to ensure safe working practices are observed and the health and safety of residents occupying properties with communal facilities is not compromised.

To do this the post holder is expected to provide a holistic pro-active and dedicated service, providing practical “hands on” support, assistance, advice and guidance.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Services Team, and the post holder may be required to deputise for other Housing Caretakers across the service in their absence.

### **Principal responsibilities (please make these concise and ideally no more than 8)**

#### **1. Role Responsibilities**

The post holder is expected to:

#### **COMMUNAL AREAS**

Clean stairwells, guest room, communal lounge, kitchen, bathroom and laundry area including window sills, internal and external glazed windows and doors within communal areas at ground level and internal glazed windows at other levels, light fittings and skirting where appropriate on a rotational basis to the highest standards of cleanliness.

Remove any item posing an immediate health and safety concern or fire risk storing or disposing as appropriate.

Advise residents occupying flats of their responsibility to remove household rubbish from shared areas, dispose of household waste in the correct fashion and advise on the range of options available to dispose of bulky items including white goods and furniture.

Report any dangerous or urgent issues affecting the quality of the environment.

Undertake weekly fire testing and logging records.

Report major repairs, door entry malfunctions and ensure lighting is operational to all communal areas each stairwell visited.

Undertake minor repairs including refixing/tightening up loose door and window handles, frames, banisters, lock changes, and easing or adjusting gates latches and doors.

Work in partnership with external and internal contractors on issues affecting communal areas.

Record meter readings for communal lighting billing purposes.

### **GROUNDS MAINTENANCE**

The post holder is expected to:

Report major grounds maintenance issues and undertake minor and seasonal grounds maintenance tasks, removing weeds and self-set saplings, leaf sweeping, cutting back hedges and shrubs, strimming, and edging.

Clear gullies and drains from debris and ensure the grounds are kept litter free.

Undertake gritting on an ad hoc basis in cold weather conditions.

Remove minor rubbish and fly tipped goods.

Report large rubbish accumulations in stairwells, drying areas, stores, bin areas and communal grounds to the patch officer for investigation.

Clear spillages, remove and disinfect human excrement, urine and vomit as required.

Safely remove and dispose of discarded hypodermic syringes or pills and medication.

Report pest or rodent infestations.

### **GENERAL MAINTAINANCE**

The post holder is expected to:

Report the need for repairs/replacement to fixtures and fittings including floor coverings, wall decorations, light fittings, door entry systems and banister and railings.

Undertake painting and decoration of communal areas in between pre-planned works.

Undertake basic caretaking duties such as adjusting, changing light bulbs, loose locking door mechanisms, tightening screws and re-fixing window catches, affixing signage, erecting signage.

Remove graffiti where possible with the use of chemicals or by painting over.

Work flexibly and undertake similar tasks broadly consistent with scope and function of the post and cover the duties of another caretaker or cleaner during periods of annual leave or sickness.

### **EQUIPMENT AND MATERIALS**

The post holder is expected to:

Be responsible for the safe keeping of all clothing, tools and any machinery or equipment issued.

Ensure the appropriate PPE is used at all times.

Use materials applicable for the task being carried out which have a COSHH Risk Assessment undertaken and for which safety instructions have been supplied.

### **ADMINISTRATION**

The post holder is expected to:

Complete a daily record of action/duties undertaken.

Maintain accurate Fire Detection testing and health and safety inspection records.

Monitor stock and equipment levels, order goods in line with current practices and ensure stocks are suitable for the purpose of the task and replenished frequently.

Ensure that Health & Safety procedures are complied with and keep all plant and equipment in a clean and tidy condition.

## **2. Performance and Service Improvement**

The Post holder is expected to:

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved with the Housing Manager in reviewing processes, completing risk assessments, procedures and policies.

## **3. Team Working and Relationships**

The Post holder is expected to:

Work closely with colleagues in the housing team to identify and resolve issues in relation communal spaces and external areas at Motherwell House.

Highlight any areas of concern in relation to tenancy breaches, property condition or customer neglect and abuse to the Neighbourhood Officers.

Ensure the service area has a strong and effective relationship with other services within the organisation by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values.

Internally: Housing, Finance, and Sheltered housing teams, Housing and Property Service team, Head of Housing, Housing Manager.

Externally: Wide network of contacts at local levels residents of Motherwell House, Police, Fire & Rescue Service and Ambulance teams, contractors and tenants groups/ forums and resident associations.

#### **4. Key Role Accountabilities**

The Post holder is expected to:

Deliver 1<sup>st</sup> class services to council tenants.

Identify and suggest solutions to resolve issues and concerns.

Be responsible for health safety and wellbeing of residents and team members.

Ensure the "Safeguarding" of all residents in accordance with NNC's reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

#### **5. Misc Requirements**

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain an up-to-date knowledge of best practice in the field of caretaking services and health and safety to maximise opportunities for continued service improvement.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support NNC's emergency contact and response activities and attend and reset fire alarm systems.

### **Special features of the post**

**If a DBS Disclosure is required for the role, include the following clause (Delete if not required).**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

**If this post is Politically Restricted include the following clause (Delete if not required).**

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

**If there are any other special features of the job that need to be in the job description, please indicate them here.**



## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE standard including Maths and English	Multi Trade skills First Aid Qualification Hold a relevant trades qualification or show an equivalent capability. CIHM – Membership
Experience and Knowledge	<p>Experience of working with a local authority or registered provider,</p> <p>Practical and working experience of caretaking, cleaning grounds maintenance or handy man services in a similar role.</p> <p>Experience of working with people who may find themselves in difficult situations</p> <p>Knowledge of the COSHH regulation and Health and Safety</p> <p>Experience of managing and prioritising own workload without supervision to meet demands and targets</p>	<p>Experience of working effectively colleagues, partners, and stakeholders</p> <p>Experience of working with people who may find themselves in difficult situations and may have multiple/complex health needs including challenging behaviours.</p> <p>Knowledge of housing legislation.</p>

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<p>If this is a customer-facing role, spoken English fluency must be included here (refer to the guidance for managers on the English Fluency duty).</p> <p>Ability to lone work effectively or as part of a team</p> <p>Ability to clean and clear to high standards</p> <p>Ability to complete accurate simple records and templates</p> <p>Ability to undertake minor caretaking or DIY tasks</p> <p>Ability to pull weeds, remove moss, mow lawns, strim, cut back shrubs or overhanging branches shrubs</p> <p>Ability to lift or move heavy items</p> <p>Excellent communication skills.</p> <p>IT and keyboard skills</p> <p><b>Personal Qualities:</b>          Friendly          Enthusiastic          Trustworthy          Motivated          Hardworking</p>	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		Full driving licence and access to a vehicle for work

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