

## **Job Description and Person Specification**

### **Job details**

Job title: Housing Estate Caretaker

Grade: Grade: BAND 1 SCP 01-02

Reports to: Senior Neighbourhood Housing Officer

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

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

### **Purpose of the job**

Reporting to the Senior Neighbourhood Housing Officer and working as part of a small multi-disciplinary estate-based team the post holder will be responsible for effective caretaking including the inspection of general cleaning, rubbish removal, painting and minor ad hoc maintenance of stairwells and grounds within council Blocks of Flats and council owned properties. The post holder will also carry out proactive and reactive estate-based caretaking tasks. The post holder will also be responsible for undertaking routine and prearranged garage inspections, minor maintenance to blocks and garages and fire alarm testing and resetting following activations. 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” direct intervention, involvement, undertaking works and 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**

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

The post holder is expected to:

#### **STAIRWELLS/BLOCKS**

Clean stairwells, windowsills, 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.

25.10.25

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

Utilise visits to 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 to blocks of flats with a fire detection system installed.

Report major repairs, door entry malfunctions and ensure lighting is operational in 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 colleagues on issues affecting communal stairwells.

Record meter readings for communal lighting billing purposes and allow access for utility suppliers to undertake meter exchanges in locked areas.

## **ESTATE & GROUNDS MAINTENANCE**

The post holder is expected to:

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

Clear gullies and drains from debris and ensure that housing land/ grounds are kept litter free.

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

Remove minor rubbish accumulations and fly tipped goods from housing land and garage forecourts as they are identified.

Report suspected abandoned properties, vehicles, trailers and caravans.

Identify the need for repairs/replacement/maintenance of street/building signs and other street furniture.

Identify and note faulty street lighting.

Refixing individual coping stones, loose bricks, paving slabs, securing fence panels/posts and gates pending permanent repair solutions.

Assist with filling skips to eliminate major accumulations.

Report large rubbish accumulations in stairwells, drying areas, stores, bin areas and communal grounds to the patch housing 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 MAINTENANCE**

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 stairwell areas in between pre-planned works.

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

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

Dispose of waste and recycling materials at appropriate and approved waste transfer and recycling facilities.

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.

### **GARAGES**

The post holder is expected to:

Undertake Garage Inspections prior to reletting, recording condition, noting repairs and providing photographic evidence.

Complete minor maintenance duties associated with garages including lock changes, lubricating /adjusting door mechanisms and assist in clearing/sweeping out of abandoned goods/effects.

### **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

Maintain fleet documentation in accordance with current practices ensuring the van used is serviced and maintained and is operated and driven within current procedures.

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 and 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 to communal spaces and garden areas in block of flats.

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

Assist Neighbourhood Housing Officers to resolve issues for individual customers who are unable to do so themselves, ie one off cuts to gardens/ overgrown bush cutbacks or removal/disposal of dumped items.

Assist the Neighbourhood Housing Officers with planned estate walkabouts, street/area action days.

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, Support and Sheltered housing teams, Housing and Property Service team, Head of Housing, Housing Manager, Senior Neighbourhood Housing Officer

Externally: Wide network of contacts at local levels residents living in blocks of flats, Police, Fire & Rescue Service and Ambulance teams customers, 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 and leaseholders.

Identify, suggest, and implement tailored solutions to resolve issues and concerns.

Be responsible for health safety and wellbeing of customers 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 there are any other special features of the job that need to be in the job description, please indicate them here.**

A fleet van will be available for use for business purposes.

## 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 driving a transit size van</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 work effectively 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>	



Attributes	Essential criteria	Desirable criteria
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	