

Job Title:	Estate Caretaker	Post No:	2020/12
Department:	Housing Services	Grade:	TAS 2 (EVH – Grading guidelines attached)
Reporting to:	Senior Estate Caretaker on a day to day basis Assistant Housing Officer/Housing Officer / Housing Services Manager Director / Management Committee	Date Reviewed:	December 2020

1. Job Summary / Overview

- Operating within a strong performance culture you will be expected to deliver excellent performance results.
- You will have an innovative approach and be solution focussed
- You will be empowered to deliver right 'first time' services, offering personalised solutions for our customers and the community.
- You will be a visible and familiar face within Pineview's area / community.
- You will be instinctively customer focussed and have a can do attitude to ensure that our customers' experience of service is always positive.
- You will understand the importance and work with Pineview colleagues and partner agencies to achieve great outcomes.
- You will carry out your duties to ensure compliance with Pineview values, behaviours, objectives, policies, procedures, priorities, service standards and key performance indicators
- As the Association operates in a changing environment, flexibility by you and all staff is essential.
- Pineview is committed to Equality and Diversity and all your tasks / duties must be carried out in accordance with our Equality & Diversity Policy.

2. Values and Behaviours

Pineview Core Values are inherent in everything we do. These values are that we will be:

- Honest and Transparent
- Fair and Adaptable
- Polite and Approachable
- Positive and Considerate
- Knowledgeable and Listening

Behaviour statements are a way of explaining how we, as individuals, live the Pineview values.

Our Behaviours Framework has been developed in partnership with staff across the organisation and include the following main headings:

- Communicating in an honest, open and transparent way
- Embracing change
- Building great relationships
- Acting with courtesy and consideration
- Valuing everyone's contribution
- Delivering excellent service
- Engaging with customers

3. Job Purpose – Main Objectives

This job description is a general guide to the basic tasks / duties which you are typically expected to perform or be responsible for.

It is not necessarily exhaustive and other duties of a similar type and commensurate with your salary grade may be expected.

It should also be noted that you are required to agree work priorities and tasks to be completed on a regular basis with your Supervisor/Line Manager.

The main job objectives are as follows:

- To provide a high quality, customer focussed and effective cleaning and estate caretaking service.
- To maintain accurate and comprehensive records.
- To work and liaise effectively with all staff to maximise performance and enhance service delivery, focussing on problem resolution and high levels of satisfaction.
- To ensure that the Association provides an efficient, courteous, effective and responsive service to all customers in relation to all matters.
- To work in an efficient manner which delivers value for money for the Association and our customers.
- To ensure work undertaken adheres to statutory, common and contractual responsibilities.
- To be responsible for your training requirements / learning in relation to your role and proactively seek ways to improve knowledge and skills via continuous improvement / personal development.
- To maintain confidentiality with personal information and data / records regarding our customers, employees and stakeholders at all times and in accordance with Association policy, the Data Protection Act and GDPR (The General Data Protection Regulation).

4. Main Duties

4.1 Cleaning Service

- Clean and clear void properties as directed to an excellent standard in accordance with agreed timescales, standards and specifications. Arrange disposal of cleared items with the main contractor or Cleansing Department.
- Clean, maintain and keep tidy internal / external common areas and closes including bin areas, backcourts, rubbish chutes, drying areas, car parks, play areas where appropriate to an excellent standard in accordance with agreed timescales, standards and specifications.

4.2 Estate Management and Caretaking

- Carry out close inspections to an agreed timetable documenting the inspection and raising any issues such as repairs with Housing Services colleagues.
- Continually check the condition of common areas and building exteriors.
- Remove litter, glass etc. and make sure common areas are kept safe and clean.
- Report any breaches of tenancy to Housing Services colleagues e.g. noise nuisance, illegal subletting, dumping rubbish / bulk, concerns about pets etc.
- Respond to acts of vandalism including graffiti within agreed timescales and report all incidences to Housing Services colleagues.
- Effectively maintain common areas not covered by service contractors or to enhance the appearance of the area including de-littering, weeding, cutting back vegetation, maintaining beds and disposing of cuttings off site.
- Inspect work being carried out by contractors to ensure work is being carried out to appropriate standards e.g. gardeners.
- Ensure that rubbish and waste disposal is in accordance with local procedures in relation to rubbish chutes and external areas.
- Ensure that gates are opened and bins of tenement residents are put out for collection by the Cleansing Department, that they are returned when emptied and that gates are re-locked. Note any bins which have not been brought out by tenants of houses for collection or which have not been returned to the bin store following collection and report to Housing Services colleagues.
- Put out rubbish and bulk items from the backcourts for collection if required.

- Notify the cleansing department regarding bulk/special uplifts and ensure work is completed.
- Gardening tidy / clear the overgrown gardens of individual properties as required.
- Inspect and report on play areas on a minimum weekly basis; ensure any dangerous objects / issues are actioned immediately and any repairs required reported to Housing Services colleagues.
- Carry out electricity and gas meter readings to properties as required.
- Carry out legionella management checks as appropriate.
- Grit common areas, access paths, roads etc. when snow and ice is expected.
- Deliver newsletters and other Association communications to all residents as required.

4.3 Resident Liaison

- Liaise with Housing Services colleagues to ensure that residents' concerns are dealt with effectively and efficiently.
- Act as the front line face of the Association. Be friendly, polite and courteous to residents at all times.
- Accompany Housing Services colleagues on area / property inspections as required.
- Liaise with other relevant agencies in the interests of residents and service provision.

4.4 Office Maintenance /Management

- Clean, sweep out and keep tidy on a daily basis the office, office grounds, car park and garden.
- Ensure the office wheeled bin is put out for collection by the Cleansing Department and returned to its position thereafter on a weekly basis.
- Carry out small repairs such as changing light bulbs, adjusting windows and doors etc.
- In winter months ensure the car park and grounds are gritted to prevent freezing.

4.5 Maintenance

- Carry out any minor repairs e.g. joinery, plumbing, light bulb replacement and general housekeeping jobs as required. Refer any significant repairs not already identified to Housing Services colleagues.
- Keep accurate and comprehensive records of all maintenance / estate services stock items ensuring that the maintenance inventory is up to date.
- Establishment of maintenance stock items in conjunction with other staff.

- Maintain equipment, tools, plant and sundry items in good order, good working condition and in accordance with Association policy and procedures.

4.6 Contribute to developing the service

- Identify and achieve own personal development and training objectives.
- Encourage customer feedback on your service delivery including quality, timescales and overall performance.
- Assist Housing Services colleagues to measure tenant satisfaction with Pineview Housing Association service provision e.g. by carrying out post inspections of repairs and assisting with telephone surveys.
- Meet or exceed performance targets / Service Level Agreement commitments and strive for continuous improvement to deliver a high quality service that generates excellent levels of customer satisfaction.
- Work with other Housing Services colleagues to identify improvements to service delivery.

4.7 Other

- Drive the Association vehicle as required. Take responsibility for arranging upkeep and maintenance in accordance with the Association's procedures.
- Be responsible for adopting safe working practices at all times. Ensure all repair work is carried out safely and that properties are left in a safe and secure condition.
- Positively promote the Association both within the Association and with outside agencies, stakeholders and customers.
- Develop effective working relationships and communications with colleagues and also external stakeholders to ensure business needs are met and risks / opportunities identified and managed.

5. Health and Safety Responsibilities

- Comply with all Pineview Housing Association health & safety policies, requirements & relevant legislation.
- Understand responsibilities as an employee under Health & Safety legislation.
- Ensure that all activities are discharged in a safe manner, minimising risk at all times.

- Ensure you are fully aware and comply with risk assessments for specific tasks thereby mitigating personal injury or injury to colleagues or the general public.
- Ensure you wear and use protective clothing and equipment provided under health and safety.

6. Other Important Information

- Comply with all approved Pineview Housing Association policies, processes and procedures.
- Carry out any other tasks or duties reasonably required / appropriate to this post.
- Requirement to work out with normal business hours as determined by supervisor / manager / director / committee.
- With appropriate training and guidance, designated responsibilities may change in order to support the needs of the Association.
- All responsibilities will be commensurate with EVH grading guidelines (attached – Appendix 1)

Appendix 1: EVH Grading Guidelines 2005 - Revised 2016 & 2017 Guidance

Grade TAS2 - Caretaker Post

Model Description for TAS2

Typical Expected Characteristics:

- Basic literacy and numeracy skills will be required.
- Most workload will be organised by the line manager with limited input from the post holder.

Expected level of technical/professional knowledge:

- Previous experience of similar or related work would be desirable.
- Where applicable a relevant qualification / certification may be required to demonstrate skill / knowledge relevant to the role.