



Role Profile

July 2024

Job Title:	Caretakers
Reports into:	Estates Cleaning Supervisor
Responsible for:	n/a
Department/ Location:	Operations/Stockwell
Disclosure Level:	Enhanced
Role Purpose:	<p>Working as part of a team of Caretakers and under supervision you will ensure all sites, estates, blocks, streets, open spaces, and property assets are kept clean and tidy to the SW9 CH standards to provide a safe and clean environment. Take pride in the appearance of residential blocks and provide proper up-keep of the interior and exterior of all open space and communal areas. Work as directed on all areas of SW9 CH properties.</p> <ul style="list-style-type: none">The post holder will ensure compliance with all relevant statutory requirements including Health & Safety and see tasks through to completion

Main duties and responsibilities:

- Deliver first class; customer focused cleaning services to residents and service users.
- Carry out regular inspections of the internal and external communal areas to monitor the standards of cleaning and grounds maintenance, and to ensure that internal and external communal areas and facilities are clean, hygienic, disinfected, free from litter and bulky refuse and health and safety risks.
- Ensure that bin chutes, hoppers, refuse bins and storage areas are usable, clean, tidy, free of litter, dumped waste and hazard free. Oversee and ensure that all refuse bins are returned to internal bin storage areas following collection and emptying. Liaise with the local authority refuse collection service as and when required.
- Remove bulky waste, load and drive the bulk vehicle to the waste transfer station.
- Apply salt and grit to areas during snow and ice periods to maintain safety for residents and visitors.
- Clear leaves to provide for general tidiness.
- Remove graffiti (offensive graffiti immediately) in line with company policy.
- Apply and use chemicals in line with COSHH regulations.
- Maintain cleanliness of under crofts, pump rooms, utility cupboards and other such facilities and ensure they are free from hazards and kept locked.
- Check that fire doors, utility cupboards doors, bin rooms and plant rooms close properly and are kept locked.

- Carryout fire and smoke alarm panel checks, log findings and report faults.
- Assist with the delivery of leaflets, circulars, rent reminders and other material and assist in the distribution of post.
- Provide access to staff, contractors, residents, and stakeholders as necessary.
- Undertake inspections of all garage areas, reporting abandoned vehicles and hazards to the appropriate teams within SW9 CH.
- Carry out basic minor repairs including changing light bulbs and fittings, painting, carpentry, and plumbing works. Keep a log of repairs undertaken and log on Northgate. Assist elderly and disabled residents with minor repairs and light gardening works.
- Ensure all estate lighting is in good working order. Escalate any unresolved repairs and follow through to completion.
- Inspect and monitor communal works carried out by contractors such as cleaning, grounds maintenance and repair work. Ensuring areas are safe and standards are delivered.
- Ensure any breaches of tenancy in relation to communal areas are documented, photographed, and reported to the Neighbourhood and Leasehold teams for action. Install signs and serve Notices on goods left in communal hallways which pose a hazard.
- Arrange and undertake utility meter readings.
- Carry out weekly inspections of playgrounds ensuring maintenance and health and safety requirements are met. Any equipment failure identified must be locked, secured, and alerted to the repairs department.
- Work alongside colleagues to ensure all required health and safety checks including risk assessments are undertaken and actioned.
- Use the correct Personal Protective Equipment (PPE) and safe working practices when carry out duties and handling machinery.
- Inspect drains, gullies and guttering, and report where issues are problematic.
- Respond to complaints or enquires from residents relating to the estate and facilities service

Standard Responsibilities

Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

Soft Skills

- Good time management,
- Organisation

- Communication
- Multitasking
- Customer service skills

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The post holder may be required to undertake duties of a similar nature and at this level elsewhere within the service.

Contacts - External/Internal

- Board and Committee members
- Residents and resident representatives
- Contractors and consultants
- Executive Director, Senior Leadership Team, Operational Managers, and staff within SW9 CH
- Network Homes Asset Management Team
- Members of Parliament and Local Councillors

Person Specification

Education

- A good standard of education commensurate to the role (E)
- BICS trained or equivalent (E)

Knowledge and skills

- Good basic knowledge and trade skills including changing locks, repairs to door frames, trace and remedy leaks, painting and decorating etc. (E)
- Basic knowledge of and ability to carry out checks of estate and street properties in line with health and safety and property maintenance procedures. (E)
- Good understanding of Social Housing. (D)
- Good understanding of health and safety issues. (E)
- Ability to work independently with minimum supervision and as part of a team. (E)
- Demonstrate self-motivation and enthusiasm. (E)
- Good written, verbal communication and IT skills. (E)
- Ability to use machinery. (E)
- Good level of general fitness. (E)
- Flexible and able to vary routine when required. (E)

Experience

- Experience of working in a cleaning, caretaking, and/or facilities management role. (E)
- Experience of working in a customer service environment. (E)
- Experience of working within a busy housing and estate environment or similar. (E)
- Ability to undertake manual handling duties and store equipment safely after use. Carry out the other physical demands required of the role daily. (E)
- Full current UK driving license. (D)
- Available outside of normal working hours, ability to cover the staff rota, attend resident meetings and emergencies (E)
- Undertake any other duties deemed appropriate for the post-holder to carry out (E)

Personal Attributes:

- Passionate and conscientious about delivering and driving forward an excellent service in a customer-based environment.
- Adaptable and 'can do' attitude.

Our Values

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours: -

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges

- **Bold:** I get out my comfort zone and try new things
- **Motivated:** I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- **Resilient:** I work hard to make things happen
- **Disciplined:** I am realistic and do what I say I will do
- **Personal ownership:** I take ownership of an issue until it is resolved
- **Confident:** I make decisions that are within my remit

Respectful – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- **Prepared:** I arrive on time and take full part in meetings
- **Communicator:** I listen to others and work hard to communicate well
- **Responsive:** I always answer a ringing phone and respond quickly
- **Self aware:** I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- **Positive:** I talk positively about SW9 CH as one team
- **Proactive:** I put myself forward and build great relationships
- **Supportive:** I support and recognise the contribution of others
- **Role model:** I genuinely believe I make the difference