

Job Profile

Job Title	Caretaker
Responsible to:	Housing Officer
Line Management Responsibilities	None
Location	Darrick Wood

Job Purpose

Working collaboratively with the Housing Management Team to maintain high standards of cleanliness so that all areas are well cared for, free from rubbish and litter, clean, neat and tidy. Carry out all cleaning of the scheme, including all communal areas, both inside and out. Maintain security and assist the Housing Officer on housing management issues.

Key Responsibilities

- 1 Clean all the internal communal areas including stairways, hallways, lobbies, pathways and floors. Sweep, mop and dry stairs and landings. Clean communal doors including glass and any other paintwork in the block (when required), leaving the area clean and free of rubbish.
- 2 Ensure that paladin bins can be emptied by the required day by providing access or moving them as necessary. Sweep and disinfect paladin store. Return bins when empty and ensure that bin areas are kept clean and tidy. Empty litter bins twice a week or as frequently as required.
- 3 Remove litter and any dumped rubbish from communal areas. Report fly tipping, health and safety issues, graffiti or repairs to the Repairs Team. Arrange for collection of bulky rubbish.
- 4 Ensure that the caretaker stores are kept clean and tidy at all times.
- 5 Be aware of health and safety or security concerns and immediately report any such concerns to the Housing Officer, Health & Safety Officer, or Repairs Team, and take corrective action where possible.
- 6 Report immediately to the Housing Officer any anti-social behaviour issues; potential breaches of tenancy; and concerns about a tenant's welfare.
- 7 Deliver leaflets and correspondence on behalf of the Association. Updating notice boards when required.
- 8 Attend team meetings and contribute to service improvements.
- 9 Liaise with outside agencies as necessary e.g. contractors and refuse collection, enabling them to carry out their work.

- 10 Test and log emergency lighting in blocks of flats and the community centre monthly.
Test the fire alarm in the community centre monthly.
Change light bulbs when necessary.
Carry out legionella testing across the estate monthly.
Take communal electric meter readings monthly, or as requested by the Finance Team,
Ensure that lighting at blocks of flats is on at appropriate times. Adjust the entry lighting clocks for the communal areas in the blocks of flats on the Darrick Wood Estate to align with GMT and Summer Time (GMT +1).
- 11 Attend team meetings and any other meetings as required and contribute to service improvements.

Nature and Scope

Keniston aims to meet housing need, provide good quality well managed affordable homes and give the service residents want. Our core values are Respect, Openness, Inclusivity, Integrity and Excellence.

The primary purpose of the Caretaker is to help provide a well maintained, safe and positive environment for residents by providing cleaning to a high standard. As the caretaker largely works unsupervised on a day-to-day basis, the post holder must be self-motivated and able to use initiative, but also have the ability to work well with other members of the team. The Caretaker should take pride in their work and demonstrate good customer service skills. The post holder must be able to demonstrate they are listening to our residents, understanding their needs and respond appropriately. High levels of customer satisfaction are important to the Association and the Caretaker has a key role in achieving this.

As a Caretaker, the post holder will have regular contact with residents. Therefore, excellent customer service skills and an interest in working with people are essential. At times, the post holder may encounter difficult situations with residents, so it is important to remain courteous and calm under pressure and demonstrate good listening skills. The post holder must be able to follow health and safety regulations and undertake the physical demands of the role including use of cleaning materials, small tools and electrical equipment such as vacuums, blowers, jet washers.

All team members are expected to develop their skills throughout their employment, apply fair working practices and respect differences.

Key external contacts Residents, contractors, suppliers

Dimensions

Financial None

Staff None

Hours of Work As set out in Contract of Employment (usually 35 hours Monday to Friday, 8.00am to 4:00pm with an hour for lunch. Work to commence at 7:00am on refuse

collection day (usually a Monday or Tuesday, but subject to change.

Right to work

The post holder must demonstrate, and maintain, the right to work in the UK. This role requires a Disclosure and Barring Service check

Knowledge, Qualifications and Experience

The post holder should have a good knowledge of Health and Safety including COSHH and first aid.

Training will be provided as necessary for the role. Mandatory training will be provided including:

- Health & Safety (including COSHH, ladder training and manual handling)
- First Aid
- Safeguarding vulnerable adults
- Equality and Diversity

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