

Northumberland County Council
JOB DESCRIPTION

Post Title: Caretaker		Director/Service/Sector: Housing Operations		Office Use
Band 4		Workplace: Compass House		JD Ref: 4341
Responsible to: Senior Estates Officer		Date: May 2023	Manager Level	

Job Purpose: To be responsible for keeping the Low to Mid Rise Blocks and the surrounding areas in a tidy, safe and hygienic condition, in line with Northumberland County Councils Service Standards, Cleaning Specifications and the Fire Safety Regulations 2022.

Deliver an efficient and customer focused Caretaker service for all residents.

The post-holder will be required to work in a flexible manner undertaking similar duties in other than the low to mid rise blocks as and when required.

Resources	Staff	None
	Financial	None
	Physical	Vans, tools, equipment
	Clients	None

Purpose of the job:

Responsible for delivering high-quality customer focused caretaking services. You will be responsible for ensuring:

1. Northumberland County Council complies with its statutory obligations of health and safety in relation to communal areas which may represent a danger or hazard to tenants and staff by:
 - I. Completing regular inspections of all low to mid rise blocks owned by Northumberland County Council.
 - II. Properties are secure.
 - III. The repairs required to communal areas are identified and minor repairs are undertaken.
 - IV. Landscaped areas are maintained to a high standard.
 - V. That all communal areas are in a clean and tidy condition.
 - VI. Liaising with customers regarding clear communal areas enforcing the Fire Safety Regulations 2022
 - VII. Reviewing literature on display for customers
2. The post-holder will be required to:

- I. Complete relevant inspections within the low to mid rise blocks identifying and recording fault or defect and reporting to relevant services to resolve or investigate.
 - II. Supplement work included in contracts where standards are insufficient to maintain each block in good order. This will invariably be at times where there are acts of vandalism or misuse by tenants.
 - III. Identify and carry out minor maintenance work as and when required. This will include the following types of work:
 - In conjunction with the Tenancy Enforcement Team – review evidence obtained from CCTV cameras.
 - Operate and maintain CCTV set ups.
 - Renew locks and keeps to communal doors.
 - Renew door entry phones.
 - Remove or paint over any graffiti.
 - Programming electronic fobs.
 - Other minor repairs and odd jobs all as units and formal multi skill training.
 - To work as required with other trades in assisting carrying out day-to-day maintenance and minor works.
 - IV. Monitor, record, investigate and report any breaches of tenancy conditions identified during the course of carrying out these duties, working with the appropriate Estate Officer and Tenancy Enforcement Team to resolve the problem and deter any further breach.
 - V. Identify any remedial works required to the properties and report these to the Senior Estate Officers.
 - VI. Offer assistance to new tenants moving into the properties, giving advice on the use of fixtures, fittings, and communal facilities.
 - VII. Support with complaints from customers relating to the low to mid rise blocks.
 - VIII. Identify improvements in security and other facilities within each block that will support the reduction in vandalism and crime.
 - IX. Operate commercial gardening equipment in accordance with manufacturer's instructions.
3. The post-holder is responsible for contributing to a great team by:
- I. Develop professional relationships with colleagues and manager keeping all informed so that work is co-ordinated across the service.
 - II. Work as part of a team in co-operations with all colleagues to aide communication and consistency across the service.
 - III. Comply with Northumberland County Councils commitment to Equality and Diversity in the delivery of all services.
 - IV. Maintain effective internal and external partnerships that will enhance the service.
 - V. Ensure all relevant legislation, policies and procedures are adhered to.

Work Arrangements

Transport requirements:	Travel to work sites, area offices or training venues throughout the County on a routine basis and further afield on occasion.
Working patterns:	Normal working week, Monday to Friday. Standby or call out arrangements may apply.
Working conditions:	High exposure to unpleasant, potentially hazardous working conditions, including residents or visitors to the block being intoxicated.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Caretaker		Director/Service/Sector: Housing Operations	
Essential		Desirable	
Knowledge and Qualifications			
Basic understanding of local authority housing Basic numeracy and literacy skills Full UK driving licence Understanding of Health and Safety issues relating to communal areas within multi-storey blocks. Willingness to undertake further job training as necessary.		Level 2 in Health and Safety or equivalent. Basic knowledge of fire safety.	a, i,
Experience			
Experience of general maintenance of properties including cleaning and removal of bulky items and graffiti. Experience of working in a customer based service. Dealing proactively with customer enquiries and complaints. Experience of co-ordinating services and dealing with contractors. Experience of delivering services which meet the needs of customers. Experience of building partnerships to work collaboratively.		Experience of working in the social housing sector.	a, i, a, i, a, i, a, i
Skills and competencies			
Be competent to use tools and equipment to carry out low level maintenance repairs. Highly skilled in the use of machinery and gardening tools. Committed to high standards of work to improve estates management. Excellent communication and customer care skills. Excellent team player. Sharp eye for detail.		Evidence of working to achieve targets.	a, i, a, i, a, i, a, i
Physical, mental and emotional demands			

<p>Capable of undertaking manual work and heavy lifting, considerable physical effort.</p> <p>Full current driving licence or means to access mobility.</p> <p>Travelling to work locations across the county.</p> <p>High exposure to unpleasant working conditions.</p> <p>Regular contact with the public/customers</p> <p>Regular periods of concentration, mental attention.</p> <p>Remaining professional, calm, non-judgemental.</p> <p>Ability to problem solve.</p> <p>Confident individual and team player.</p> <p>Have a flexible approach to work.</p> <p>Striving to achieve outcomes of a high standard.</p> <p>Committed to the principles of equality and diversity.</p> <p>Ability to demonstrate British Values.</p>		<p>a, i,</p> <p>a, i</p> <p>a, i,</p> <p>a, i</p> <p>a, i,</p> <p>a, i</p> <p>a, i,</p> <p>a, i</p> <p>a, i,</p> <p>a, i</p>
Other		
<p>Able to work some flexible hours as job dictates</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits