

Job title: Caretaker

Line manager: Team Manager

Grade (if applicable): C11

Direct reports: Team Manager



Role purpose:

You will be responsible for providing a high-quality caretaking service to Peabody's housing schemes and ensure buildings and practices meet Health and Safety legislation.

Key results:

Building management

- Undertake minor communal repairs as required; report and log other repairs to our repairs contractor/s.
- Check and monitor the quality of contracted services (e.g. window cleaning gardening and cleaning).
- Ensure grounds and parking areas are maintained appropriately.
- Provide access to Peabody's repairs and servicing contractors as necessary.
- Check that communal equipment (including laundry and drying areas) is maintained and regularly serviced.
- Ensure refuse disposal facilities function properly and site is free from bulky refuse.
- Ensure communal lighting is operational and, where appropriate, change light bulbs and diffusers.
- Operate and manage designated plant and equipment, e.g. communal heating and lighting settings.
- Carry out supplementary cleaning duties, e.g. clearing spillages where not covered under contract arrangements.
- Void works, getting properties of various sizes ready to let following departure of previous tenant in a timely manner, could include, repair works, cleaning, re decorating.

Health & Safety

- Carry out regular checks of communal areas, and ensure communal areas are kept safe and without obstructions.
- Carry out regular asset management checks on designated plant and equipment including warden call and fire safety, heating and water supply systems.
- Ensure log book assignments are completed within timescales.
- Ensure compliance with Health & Safety Officer and Fire Officer recommendations and adhere to Peabody Health and Safety Policies.
- Be conversant with procedure to follow in an emergency of fire, evacuation and/or lift breakdown.
- When on site, record and report accidents and incidents in line with Health and Safety policy.

Other Duties

- Maintain good professional relationship with staff within Peabody departments.
- Attend supervision, team meetings, training and staff conference.
- Maintain appropriate written records.
- Ensure confidentiality of tenant information and maintain professional boundaries.
- In an emergency provide appropriate assistance to residents in line with guidance provided.

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- Report any concerns about the welfare of residents and breaches of tenancy to relevant staff.
- Be prepared to work hours outside of duty in case of emergencies, i.e. evenings and weekends.
- Be flexible in working across other sites if requested.
- Carry out any other reasonable duties as requested by your manager.
- Implement Peabody's equal opportunities policy as an integral part of duties.

Team and Organisational Responsibilities:

- Play an active and key role in achieving your teams' objectives;
- Be professional with other departments and stakeholders that you deal with during the course of your work;
- Be supportive of colleagues and promote excellent team working;
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure and quality standards;
- Keep learning and improving your practice. Be open to feedback on your performance from others including learning from mistakes and complaints;
- Externally
- Appreciate the importance of recording, maintaining and managing sensitive information and data within your role;
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice;
- Know when and how to report an error, complaint or any concern;
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures;
- Adhere to the organisation and social care Codes of Conduct.

Success metrics:

Skills/Experience required

- Be adaptable and customer focussed;
- Good listening and customer care skills;
- Able to carry out manual tasks with practical ability;
- Able to undertake minor repair maintenance work;
- Some prior knowledge of Health and Safety;
- Some prior knowledge of issues relating to housing maintenance;
- Preferably previous experience of working with the public;
- Preferably one year's experience of manual working;
- Hold a clean, current driving licence and have access to suitable vehicle;
- Preferably IT literate;
- The post requires a DBS check that is satisfactory to Peabody.
- Approachable with a can-do attitude.

About you:

You will be:

You will be able to manage your time effectively and will be required to use mobile technology and IT systems as part of the role. Able to communicate effectively verbally, in writing and electronically.

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You will have:

- The ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write simple correspondence.
- Experience in using mobile technology
- The capacity and willingness to receive training face to face and on line in the use of special equipment, materials and chemicals
- Have experience of dealing with the public
- Have experience of providing professional and accountable cleaning and caretaking services.
- Knowledge of the use of chemicals (COSHH)
- Knowledge of health and safety legislation