



ROLE PROFILE

Role Title: District Caretaker

Service: Housing Services, Property Services, Facilities

Directorate: Transformation, Housing and Resources Directorate

Accountable to: Caretaking Supervisor

Grade: Scale 4

Car Category: None

Purpose of role

- To carry out a wide range of cleaning, tidying, landscaping and related work within the Borough so that it constantly appears neat, clean, attractive and welcoming as a place to live, work and enjoy.

Key Objectives

1	Carry out cleaning of communal areas of Council owned flats.
2	Assist in keeping the Borough clean and tidy.
3	Undertake hard and soft landscaping, grass cutting, weeding and spraying.
4	Carry out all work efficiently, professionally and effectively, using materials, tools and access equipment safely.
5	Demonstrate care and understanding of people's particular concerns, reporting repairs and problems to the appropriate section.
6	Clean out all designated rubbish from bin areas, leaving areas clean and safe for residents.
7	Deliver tenant literature as requested ensuring the delivery is made on time and to the correct addresses.
8	Remove snow and ice and apply grit to areas designated by management.
9	Assist in office furniture moves, also help as required during Elections





10	When required to drive, make sure the Highway Code is strictly adhered to.
----	--





Scope

The post holder will carry out a wide range of building, cleaning, tidying, landscaping and related work within the Borough.

Work Profile

1. Strategy

The post holder will contribute to the delivery of the Property Services, Compliance service plan.

2. Performance

The post holder will ensure that relevant performance targets are met in respect of undertaking their role.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

They are accountable to the Caretaking Supervisor for the delivery of their own personal objectives.

3. Service Quality

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

4. Resource Management

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

5. Supervision and Management

The post holder has no direct line management responsibility.

6. Culture





The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with the Caretaking Supervisor and other Council officers, members of their team and the general public.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

10. Risk Management

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities





The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.





19. Creativity

The post holder is expected to generate ideas and concepts to enhance the customer experience and help to deliver outcomes.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Caretaking Supervisor.

21. Work Context

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

The post holder will undertake caretaking tasks that require physical exertion, lifting and carrying.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Experience of caretaking		X	A, I
	The ability to use ladders and access equipment competently and safely	X		A, I
	A basic knowledge of hard and soft landscaping		X	A, I
	The ability to use a range of hand and mechanical tools both safely and effectively	X		A, I
	Be physically fit to carry out the range of duties listed in the job description	X		A, I
	The ability to drive a Council vehicle	X		A, I
Planning and organising work	Ability to work to tight deadlines	X		A, I, T
	The ability to understand and closely follow management instructions	X		A, I, T
Planning capacity and resources	Flexible approach to working hours	X		I
Influencing and interpersonal skills	The ability to deal with members of the public with both tact and discretion	X		A, I, T





	Honest and trustworthy	X		A, I, T, R
	Ability to communicate effectively	X		A, I, T
	The ability to be sympathetic to the needs of others	X		A, I, T
PROBLEM-SOLVING	Ability to identify a range of appropriate solutions to issues and problems.	X		A, I
Using initiative to overcome problems				
Managing risk	Ability to consider and assess risks associated with improving services and raising customer standards	X		A, I
Managing change	Ability and willingness to continuously improve through implementation of changes on a regular basis.	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Ability to work unsupervised and on own initiative	X		A, I, T
Undertakes tasks without supervision				
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		I
	A full driving licence	X		A, I





COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

