** JOB DESCRIPTION**

**Post Title: Caretaker**

**Job Summary**

To maintain the Association’s properties to a high standard, and to contribute generally to the work of the Maintenance Department.

**Accountable to:** Head of Maintenance

**Line Managed by:** Head of Maintenance

**Person Specification**

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| Person Specification Criteria | Essential | Desirable |
| **Education and Training** |  |  |
| GCSE grades C or above | √ |  |
| Qualification in Heating, plumbing, electrics or carpentry |  | √ |
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| **Experience** |  |  |
| Working in a customer service environment |  | √ |
| Planning and scheduling maintenance tasks |  | √ |
| Knowledge of current Health and Safety legislation |  | √ |
| Knowledge of property maintenance- plumbing, electrics and heating systems |  | √ |
| **IT Skills** |  |  |
| Excel and Word |  | √ |
| **General Skills and Abilities** |  |  |
| Communication skills both oral and written | √ |  |
| Organisational ability | √ |  |
| Ability to keep track of and record activity | √ |  |
| Ability to work independently and as part of a team | √ |  |
| Ability to resolve problems using your own initiative | √ |  |
| Ability to be flexible depending on the demands of the service | √ |  |
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**Key Responsibilities**

There are two caretaking posts, and the work is shared between the two caretakers, including cover for essential tasks while the other is on leave. The main areas of work are:

* Cleaning in common areas, refuse bays, boiler rooms, laundries, lifts, void flats, guest flats, refuse bays, commercial kitchens and offices on a rota and to an agreed standard.
* Carrying out responsive maintenance in all areas of the Association’s properties. This includes Rockdale House (care home), residents’ flats in Sevenoaks and Tunbridge Wells, common areas, offices, laundries and external areas. The work could include changing light bulbs, unblocking sinks, minor plumbing repairs such as repairs to toilet cisterns, easing windows and doors, repairs to radiators, painting, putting up shelves, minor electrical repairs etc.
* Carrying out routine maintenance tasks detailed on the caretaking schedule. These cover regular tasks such as the monthly fire drills in Rockdale House, quarterly spring cleans in the Beatrice Wilson kitchen, water safety checks, PAT testing, emergency lighting checks, fire equipment safety checks, boiler room inspections, ladder safety checks, lift safety checks, fire alarm panel checks, cleaning air conditioning units and fans, descaling shower heads and other similar jobs.
* General caretaking duties such as the moving of furniture, taking rubbish from refuse rooms to the main refuse bay to await collection, salting roads and pathways in conjunction with the gardening staff when conditions demand it, white lining pavement edges, putting up the Christmas tree etc.
* Purchasing supplies and stores and putting deliveries away in store areas.
* Keeping records of work done as required.
* Fulfilling the requirements of the Association with regard to safe working practises as laid down in the Health and Safety Policy, and reporting to the Finance and Project Manager any perceived hazards to staff, residents or members of the general public.
* Being aware that the Association actively encourages a high level of involvement from residents in the management of their homes and the services provided, and helping the residents to become involved whenever possible.
* Undertaking any other reasonable duties which are in accordance with the overall aim of the job.

**TERMS AND CONDITIONS OF EMPLOYMENT-** A separate contract gives full details

**Competency Framework**

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

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| Competence | Description | Behaviours |
| Communicating effectively, internally and externally | Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences. | Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness.  Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively. |
| Working as a team | Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success. | Proactively contribute to the work of the whole team.  Actively seek input from a diverse range of people.  Be open to taking on different roles |
| Developing skills and knowledge | Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development | Identify own skills and knowledge gaps to inform own development and discuss these with line manager  Recognise and take time to achieve own learning and development objectives. |
| Delivering effective performance | Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way | Focus on providing the right solution and keep relevant parties up to date on progress.  Take responsibility for the quality of own work and keep line manager informed of how work is progressing.  Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks. |