Caretaker

* Service area: Homes & Neighbourhoods
* Grade: Scale 4
* Reports to: Estate Services Coordinator
* Your team: Estate Services

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

[Watch our video](https://www.youtube.com/watch?v=LfdyvXRk5a0) to hear more about our mission and how you can help us achieve it from the Leader of the Council, Cllr Kaya Comer-Schwartz.

Key responsibilities

To undertake caretaker duties including cleaning and other estate duties in partnership with the needs of residents and in accordance with management direction. Working flexibly, alone, or with other caretakers to provide an excellent caretaker service on estates as circumstances require.

1. Reporting to the Estate Services Co-ordinator (ESC) and the Quality Assurance Officers (QAOs) who assist the ESC in caretaker management. Also liaising with management and staff at the Area Offices.
2. The completion of daily management control information and other documentation as required.
3. Keeping records of complaints made by tenants and reporting cases of fire, burglary, flood and other important incidents to the Area Office / Housing Department as required.
4. Reporting contravening of tenancy regulations by tenants.
5. Reporting of abandoned vehicles/illegal parking on the estates and liaising with Estate Service Officers and contractors as necessary.
6. Maintaining the lighting of communal areas.
7. Keeping keys for communal parts, meter cupboard, vacant dwellings, vacant pram sheds, etc.
8. Taking appropriate action in respect of repairs or damage in cases of emergency, including the calling out of police, fire, and ambulance services etc. during normal working hours.
9. To maintain clean and tidy assigned lodges at the allocated patches.
10. Custody of an overall responsibility for the estate stores, tools, plant and equipment at the allocated patch.
11. To carry out minor repairs to communal areas as directed or as required in accordance with Health and Safety requirements.
12. To report and remove offensive graffiti as directed within agreed timescales.
13. To use appropriate tools as directed, to control weed growth on estates and to ensure that sweeping is done in such a way so that hard-standing areas have little or no accumulation of detritus, which promotes weed growth.
14. To keep shrub beds and grass areas / lawns free of litter.
15. Establishing and maintaining a good relationship with tenants on behalf of Islington Council, giving advice and assistance especially to older people and those with disabilities, dealing with complaints, problems, etc, referring outstanding issues to the Area Office or other designated Housing Department officers.
16. Attendance at the designated Area Office during weekday-on-duty periods as directed.
17. To report and remove where possible lumber to designated collection points on estates on daily basis.
18. Carry out and ensure estate cleaning frequencies are maintained.
19. To carry out a paired working arrangement. Liaising directly with an assigned colleague over personal cover arrangements for annual leave and short-term absence.
20. All resident (or previous resident) caretakers are to work on a number of estates, carrying out core duties at weekends on a rota basis, between the hours of 8.00am and 4.00pm.
21. Ensure all the services within the area(s) of responsibility are provided in accordance with Islington Council’s commitment to customer care and high-quality service provision to users.
22. Carry out normal estate liaison duties, e.g., refuse collection, gas, and electrical services, etc.
23. At all times carrying out responsibilities with due regard to Islington Council’s Equal Opportunity Employment Policy.
24. Undertake as such other minor and non-recurring duties appropriate to the post as may be directed.
25. To take responsibility for promoting safeguarding the welfare of children and young person’s / vulnerable adults in your care and those who you come into contact with. This includes reporting any concerns you have about someone who is vulnerable to a Team Leader

Additional

* To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
* To achieve agreed service outcomes and outputs, and personal appraisal targets, as achieved by the line manager.
* To undertake training and constructively take part in meetings, supervision, seminars, and other events designed to improve communication and assist with the effective development of the post and post holder.
* The post holder is expected to be committed to Islington Council’s core values of public service, quality, equality, and empowerment and to demonstrate this commitment in the way they carry out their duties.
* Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
* Carry out duties and responsibilities in accordance with Islington Council’s Health and Safety Policy and relevant Health and Safety legislation.

Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Frontline Role

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Experience

|  |  |  |
| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E1 | Ability to demonstrate a reasonable standard of literacy and numeracy. | Application/Interview/Test |
| E2 | Some experience of cleaning or caretaking duties (paid/unpaid). | Application |

Skills

|  |  |  |
| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E3 | Ability to carry out cleaning duties, working alone or within teams. | Application/Interview |
| E4 | Ability to deal with complaints of disrepair. | Application |
| E5 | Ability to negotiate a congenial paired working arrangement with an assigned caretaker. Where arrangements are in line with service needs and meet management approval. | Application/Interview |
| E6 | Ability to react to and deal with emergency situations, e.g., fire, flood and lift breakdowns. | Application/Interview |
| E7 | Ability to supply brief reports on background and action taken in respect of emergencies or unusual occurrences. | Application |
| E8 | Ability to take care of estate tools, equipment, keys to various communal facilities and any keys to void properties which may be issued to caretakers from time to time. | Application |
| E9 | Ability to work rotating shifts and live in accommodation provided (resident caretakers only). | Application |
| E10 | Ability to work out of doors in all weathers. | Application/Interview |
| E11 | Ability to communicate with tenants to provide necessary advice and assistance. | Application |
| E12 | Ability to carry out minor communal repairs within Health and Safety Guidelines. | Application/Interview |
| E13 | Ability to cope with the physical demands of the job i.e. physically able to lift and move heavy items of equipment, e.g. moving full (wheeled) paladin bins without assistance, and lifting and moving items of household lumber with assistance if necessary. | Application/Interview |

Special requirements of the post

|  |  |  |
| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| 14 | This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service | Application/Interview/Test [delete as applicable] |

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor’s Good Work Standard; Stonewall Diversity Champion; and Time to Change.

