

GREENWICH COUNCIL
JOB DESCRIPTION

DEPARTMENT Housing & Safer Communities

SECTION Caretaking Services

GRADE: Scale 5

DESIGNATION OF POST: Caretaking Team Leader

Purpose of job

To lead, and participate in, the work of a team of Estate Caretaker carrying out a range of work to help make the borough cleaner, greener, and safer. To promote high performance and productivity, excellent conduct and customer care, and to ensure appropriate health and safety standards are observed. When required, to work alone, and under minimal supervision.

Main duties

1. Ensure that standards of work and conduct are consistently maintained by identifying and managing day to day staff performance, health and safety, development, conduct and sickness absence issues, taking appropriate early action, and consulting with the line manager on any necessary formal procedures. For example, giving feedback to staff on their performance, coaching staff, issuing Informal Oral Warnings, carrying out Return to Work Interviews and Informal Sickness Absence Reviews.
2. Set an example to staff by developing a positive work environment that is courteous, friendly and delivers an efficient service. Ensure that all team members convey a positive corporate image and wear appropriate uniform.
3. To brief team members as appropriate on new service developments and management instructions, and to deal with their initial queries.
4. Ensuring that work carried out is accurately monitored on the Council's systems, via mobile and / or static devices.
5. Lead a team, or work alone, across the range of cleansing and caretaking functions including the following:
 - a. Sweeping the public highway and external communal areas, removing of litter, detritus, spillages, waste and faeces from pavements, carriageways, paths, centre islands, shopping precincts.
 - b. Emptying litter and dog waste bins (this to include the separation and recycling of appropriate litter / waste as directed).
 - c. Clearance of sites after road traffic accidents.
 - d. Litter-picking when appropriate / agreed by Supervisor.
 - e. Removal of fly tips and dumped domestic refuse

- f. The cleaning of bin chambers and bins, the clearance of chutes, rotation of bins, and the clearance of spillages.
 - g. Graffiti removal and painting over graffiti that cannot be removed.
 - h. Collection, removal, storage and disposal / recycling of bulk refuse.
 - i. Removal of drug litter.
 - j. Checking and cleaning of lifts and lift pits.
 - k. Checking and cleaning of play equipment.
 - l. The removal and appropriate disposal of dead animals
 - m. Assisting with the identification and gathering of evidence of anti-social behaviour and enviro-crime, and to forward it to appropriate colleagues, if necessary under the Supervisor's guidance.
- n. 6. Lead a team or, work alone, to ensure that grounds maintenance functions are carried out to a high standard. These include completion of the following tasks to a high standard:
- o. Hedge trimming.
 - p. Shrub bed and tree base maintenance including tree-logging of up to 2 metres.
 - q. Grass cutting.
 - r. Weed control using manual, mechanical and chemical methods.
 - s. Shrub, flowering plant and bulb planting as directed by Supervisor.
 - t. All sites to be cleared of litter prior to maintenance.
7. Lead a team or, work alone, to ensure efficient and effective pavement gritting as well as snow and ice clearance.
8. Lead a team or, work alone to ensure effective cleansing or decorating of communal areas, and within tenants' dwellings if so instructed.
9. Inspection of communal lighting, replacement of bulbs, and the cleaning of fixtures.
10. Identification of problems outside the post-holder's remit and their referral on to appropriate agencies, under the supervisor's guidance if required.
11. In undertaking the above duties, the employee will be expected to:-
- a. Engage with and assist members of the public and provide routine advice and
 - b. assistance as required, including dealing with emergency situations.
 - c. Carrying out driving duties as required and / or to ensure high driving standards
 - d. among team members.
 - e. Pay particular regard to the needs of vulnerable residents.
 - f. Ensure appropriate health and safety standards are observed, wearing corporate clothing and PPE as supplied, and ensure team members do likewise.
 - g. Complete appropriate documents and forms.
 - h. Receive training on, to operate, and to coach other employees on the use of a range of mechanical and electrical equipment.
 - i. Carry out all duties with due regard to the provisions of health and safety legislation, the Council's equal opportunities and customer care policies.
 - j. Undertake any other duties consistent with the evaluated grade.

Designation of post to which the post holder normally reports:

Caretaking Supervisor