

Department: Housing & Safer Communities

Postholder

Section: Estate Caretaking Services

Grade Scale 2

Post Designation: Estate Caretaker

Purpose of job

To be responsible to a Caretaking Team Leader for undertaking a range of activities on a programmed or ad-hoc basis to ensure that Royal Borough Housing Estates are Safer, Cleaner and Greener. This could involve working alone, or in a team.

Main duties

- 1) To work between the hours of 6:00am and 5:00pm Monday to Friday, as directed by Line Manager.
- 2) Undertake cleaning of external areas including (but not limited to); sweeping and litter picking to remove litter, detritus, spillages, leaves, weeds, waste and faeces from pavements, carriageways, paths, centre islands, communal areas and shopping precincts and emptying litter and dog waste bins.
- 3) Undertake cleaning of internal areas including (but not limited to); sweeping and mopping of stairs, landing, corridors, lifts and chute rooms, as well as wall washing, window cleaning, light shade cleaning, deep cleaning and disinfecting of handles, buttons and handrails.
- 4) The removal of fly tips (including illegal dumps, unwanted furniture, mattresses etc) and dumped domestic refuse.
- 5) The cleansing and removal of drug litter.
- 6) The cleansing and removal of faeces and urine from communal areas.
- 7) The removal and disposal of dead animals.
- 8) The cleaning of bin chambers and bins, the clearance of chutes, rotation of bins, and the clearance of waste spillages.
- 9) Graffiti removal (both manually and mechanically), and painting over graffiti that cannot be removed.
- 10) Unlock and lock intake cupboard and provide access to roof space, as directed by Line Manager.

- 11) Weed control which will involve manual, mechanical and chemical application.
- 12) Shrub bed and tree base maintenance including tree lopping of up to 2 metres and removal of self-seeders.
- 13) To undertake pavement gritting and snow clearance as required during periods of adverse weather.
- 14) Collection, removal and storage of bulk refuse/items in accordance with good health and safety practice.
- 15) Cleaning of, *and carrying out minor repairs in*, communal areas and for tenants in their dwellings, as directed by Line Manager.
- 16) Checking and cleaning play equipment.
- 17) Inspection of communal lighting and replacement of bulbs.
- 18) Undertake clearance of brambles, Buddleja, Ivy and alike
- 19) Identification and reporting to other public-sector staff, local agencies, etc of issues outside direct control (e.g. communal repairs, abandoned vehicles, pavement repairs, street lighting faults, refuse collection, graffiti, special collection and recycling issues, rough sleepers, gully cleansing etc.)
- 20) Assistance with the identification and gathering of evidence of anti-social behaviour and enviro-crime, under the guidance of line manager.

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 assistance as required, including dealing with emergency situations
- b. Carrying out driving duties as required
- c. Pay particular regard to the needs of vulnerable residents
- d. Wear corporate clothing as supplied
- e. Complete appropriate documents and forms, both paper and electronic.
- f. Receive training on, and be expected to operate, a range of mechanical, electrical equipment and electronic equipment such as smartphones and tablet devices.
- g. Carry out all duties with due regard to the provisions of health and safety legislation, Data Protection Act/GDPR, the Council's Equal Opportunities and Customer Care policies
- h. Ensure that all work complies with Council policies and procedures and statutory obligations are met.
- i. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

- j. Undertake any other duties consistent with the evaluated grade including delivering the Council's correspondence to tenants, as directed by the Caretaking Team Leader or Caretaking Services Supervisor

Designation of post to which the Postholder normally reports:

Caretaking Team Leader / Caretaking Supervisor

Person Specification

Job Title	Estate Caretaker
Grade	Scale 2
Service/Section	Estate Caretaking Services
Directorate	Housing & Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
Knowledge		
1) Understanding of our service standards and postholder's role in achieving them.	AF/I	D
Skills and Abilities		
2) Aptitude to carry out a range of cleansing duties to help make the borough cleaner, greener and safer.	AF/I	E
3) Ability to communicate with work colleagues and supervisors in order to get work done and solve problems.	AF/I	E
4) Ability to pass on information , regarding anti-social behaviour and enviro-crime to the line manager.	AF/I	D
5) Ability to communicate in a courteous manner with service users (e.g.. residents and visitors to the borough), as well as colleagues.	AF/I	E
6) Willingness to use new technology , such as hand held devices for monitoring work.	AF/I	D
7) Ability to work safely .	AF/I	E
8) Explicit willingness to work in a variety of locations within the borough and across a range of functions.	AF/I	D
9) Explicit willingness to flexibly between 6am and 8pm, Monday to Friday.	AF/I	D
Experience		
10) Experience in delivering caretaking and/or cleaning in a housing estate environment.	AF/I	D
Equal Opportunities		
11) Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E

12) Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	AF	E
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