

Identification of Post

Division:	Place Directorate	Designation:	Area Neighbourhood Caretaker
Section:	Housing Management	No of Posts:	
Sub-Section:	Quadrant/Neighbourhood Services	Grade:	GR 3

Job Summary

Responsible for the maintenance and cleansing of estates/communal housing land/sites within the quadrant boundary. You will be required to supervise estate caretakers. You will be expected to assist the public in a polite and helpful manner in accordance with the Employer's Customer Care Policy.

To complete regular cleansing, maintenance and inspections as appropriate with the emphasis on maintaining quiet, clean, green and safe communal areas/neighbourhoods and helping to deter Anti-Social Behaviour.

You will have responsibility for estate caretaking schemes and where needed neighbourhood caretaking schemes, low rise blocks and associated communal areas and for communal housing land and sites in the wider quadrant. Your activity in the wider neighbourhood will depend on service needs.

Your key role is to improve/maintain the 'kerb appeal' of communal housing land/sites and neighbourhoods. This may include sheltered housing schemes.

Deliver an effective inspection, maintenance and cleansing service to both internal and external communal areas/communal housing land.

Activity in tenants homes/gardens may on occasions be required for emergencies. Any activity other than emergency work should be agreed with/directed by your Housing Officer/Street Scene Co-ordinator/Housing Manager/Supervising Officer.

To act as first point of contact for the residents in respect of neighbourhood services and maintenance issues, responding to queries in a positive and helpful manner.

To work with other estate based staff, colleagues, contractors and both internal and external partners. E.G. Fleet and Waste Management, Parks, Repairs service, Emergency Services and contractors.

To forge relationships with residents and the local community, including RSLs and other landlords that promote service improvements, increased residents' responsibility for their surroundings and resident satisfaction.

Job Summary Cont'd.....

The above summaries the scope of the work that will be required within each neighbourhood. However the volumes of each particular aspect of work may vary depending on local needs and priorities and the property types within the neighbourhoods. Therefore, flexibility within The role and the working hours will be required to meet the needs of the particular neighbourhood.

You will be required to supervise staff (estate caretakers) and this will include managing performance, attendance, leave, health and safety etc.....

Job Content

1. Supervisory and managerial responsibility

Number of staff supervised or accountable	Degree of control and/or management
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<i>Non-manual:</i> 2	Control and direction
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<i>Manual:</i> Up to 8	
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2. Supervision received

Responsible to:	Housing Officer/ Housing Manager / Street Scene Coordinator
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Type of supervision received:	Overall management, advice and guidance Day to day direction, co-ordination, training and guidance
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3. Special conditions

You will be required to help identify your training needs and those of staff you manage/supervise, in partnership with your supervisor/manager, develop strategies to enable you to meet those needs, in line with the objectives of the organisation.

Requirement to form part of a flexible team to work between the hours of 7.00am and 7.00pm depending on local service needs and priorities.

Requirement to work at various locations/sites across the quadrant dependent on service needs. Each neighbourhood will be a defined area and the inspection, patrolling and cleansing will include everything within the neighbourhood boundary of that area that remains the responsibility of the Housing Department including garage sites, drying areas and other sites of communal housing land.

Attendance at college and training courses will be a requirement of this post. A tool kit will be provided for completing minor repairs and the post holder will ensure tools are kept in a secure location. The Area Neighbourhood Caretaker will report any faulty or broken items and order any replacement for any missing items as necessary.

Area Neighbourhood Caretakers will whilst on duty, wear the official uniform or work clothing provided by the Department. Appropriate safety clothing and equipment is provided for carrying out specific tasks and must be used/worn as appropriate.

Health and Safety and COSHH regulations must be appropriately adhered to in this role. You can only undertake tasks you are trained and competent to do, with tools and equipment that you are trained to use and that are safe to use, and use materials that are COSHH approved in the departmental Health and Safety Manual.

Tasks you undertake and those staff you supervise undertake to be carried out in accordance with the Departmental Health and Safety Manual/safe working guidance.

Job Content

3. Special Conditions cont'd.....

You should only use materials and equipment from BCC approved suppliers via Recognised/agreed processes and for suitable purposes funded from appropriate budgets.

You must ensure that materials are stored appropriately. You must ensure equipment is in good working order and securely stored.

A full valid driving licence is a requirement for this post.

You will where necessary be required to undertake enhanced driver training to drive large vehicles. (E.G. Tippers)

Attendance at meetings outside of normal working hours, as necessary.

Job Content

4.	<p>General</p> <p>Duties The duties reflect a flexible and adaptable area neighbourhood caretaking service.</p> <p>Local priorities and service needs may change/develop which will in turn require the emphasis of the area neighbourhood caretakers to change accordingly.</p> <p>All of the duties listed in the job description must be carried out according to health and safety guidelines.</p> <p>A range of tools, equipment and machinery will be provided and used to enhance working performance, the appearance and maintenance of the neighbourhood</p> <p>Your role will include activity at garage sites, drying areas, accessways, high and low rise blocks, other sites/communal housing land/areas.</p> <p>This may include inspections, maintenance and cleansing works including communal areas and common rooms at sheltered housing schemes.</p> <p><u>Cleaning duties - communal areas to multi storey and low rise flats</u></p>
4.1	<p>To monitor and review the cleaning service delivered by estate caretakers, and to work with them to resolve any issues.</p> <p>To regularly monitor the performance of cleaning contractors work with them to maintain good performance standards and take appropriate actions where performance standards/contract compliance is not at an acceptable standard.</p> <p>To report specific problems to a housing officer, street scene co-ordinator/housing manager.</p> <p>You may be required to assist colleagues or directly undertake some cleaning duties. Some of these that may/will where necessary be completed by the area neighbourhood caretaker these include:</p> <ul style="list-style-type: none"> a) Emergency cleans as required. b) Removal of graffiti (during office hours within 24 hours). c) Removal of rubbish d) Cleaning duties - assisting or in the absence of an estate caretaker (e.g. certain emergency cleaning). e) Assist unblocking chutes <p>Note: Graffiti removal carried out in accordance with appropriate materials/process for the surface being treated so as not to damage the fire resistance of the surface type or to increase potential fire hazard.</p>

4. General Cont'd....

4.2	<p><u>Patrols to block and neighbourhood</u></p> <p>Your supervision and performance monitoring of estate caretakers will require you to undertake appropriate patrols/inspections of blocks/communal areas. This will assess performance and health and safety with appropriate actions being taken, ensuring that blocks/communal areas are clean, tidy, safe and environmentally attractive.</p> <p>a) The following duties apply as part of this process: Monitor and where appropriate remove/arrange for the removal of rubbish as soon as practical to do so within neighbourhood boundary.</p> <p>b) Work with tenants and other BCC colleagues and other partners to encourage social responsibility for keeping the local environment/blocks clean, safe and tidy. This may require you to identify perpetrators and support actions/provide evidence that may result in tenancy condition enforcement actions or other enforcement/legal actions.</p> <p>c) Remove litter/rubbish (including bulky items) within the neighbourhood boundary as soon as practical to do so.</p> <p>d) Remove growth and weeds to pathways/accessways on discovery</p> <p>e) Report suspected empty properties/monitor security to empty properties.</p> <p>f) Record and monitor work completed by other directorates for discussion at Performance and Contractor Performance Meetings. Work positively to resolve issues collectively.</p> <p>g) Trim or remove overgrowth, hedges and shrubs to walkways, pathways, alleyways, drying areas and communal housing land and remove rubbish/waste from these areas too.</p> <p>h) Monitor tree conditions on Housing Department land and report any issues to the relevant officer/agency.</p> <p>i) Follow the correct procedure to remove abandoned and nuisance vehicles.</p> <p>j) Record all incidents of nuisance and antisocial behavior and attempt to resolve minor incidents of breaches in tenancy conditions such as inappropriate parking, overgrown gardens, inappropriate children's play, noise and other nuisance. Notify housing officer/ housing manager/street scene coordinator where necessary.</p> <p>k) Maintain a visible presence to encourage acceptable standards of behavior and be easily contactable for residents and colleagues.</p>
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4. General Cont'd....

4.2	<p><u>Patrols to block and neighbourhood</u></p> <ul style="list-style-type: none"> l) Assist vulnerable tenants with gardening (only via prior agreement with the housing officer/housing manager/street scene coordinator. m) Paint external shed, fences and garage doors and frames n) Remove large items of waste from communal areas via a tipper or other suitable vehicle. This will require you to load and unload items and drive/accompany colleagues to waste disposal sites, in accordance with health and safety guidelines. o) Play an active role in supporting recycling initiatives and other means of reducing littering, fly tipping and inappropriate behavior from tenants and citizens that affect the environment in a negative way. Advise and support tenants in the appropriate disposal of waste including large bulky items.
4.3	<p><u>Inspections of communal areas</u></p> <p>Inspections will be undertaken by the Area Neighbourhood Caretaker in terms of safety and cleanliness within both internal and external communal areas. Hazards and other problems identified will be rectified or, if necessary, notified to the relevant agency/officer.</p> <p>Your inspections are to ensure that the estate caretakers are undertaking their health and safety inspections appropriately and maintaining the blocks/communal areas to a satisfactory standard in terms of cleaning, health and safety and good local environment.</p> <p>Your inspections will include the following items in high rise blocks and where required at sheltered housing schemes;</p> <ul style="list-style-type: none"> a) Check fire extinguishers are in place, fully charged and the correct type. b) Check controlled door entry systems, electrical/MEB cupboards, etc., are maintained and in a safe and secure state in conjunction with the NSOs, where applicable. c) Check communal lighting to all areas and where necessary replace defective bulbs and tubes following training and in accordance with appropriate risk assessments/safe working guidance. If more appropriate and if health and safety is not compromised, report to Repairs service, d) Check roof areas for security and protection of equipment e) Check lift motor rooms to ensure door is secured and firefighting equipment is in order. f) Check tank room, TV Ariel room and dry riser cupboards for security and protection of equipment.

4. General Cont'd....

4.3	g)	<p><u>Inspections of communal areas cont'd....</u></p> <p>Check refuse chutes for blockages. Where a blockage occurs take appropriate action to remedy or, ensure an estate caretaker takes appropriate action and/or necessary report to repairs contractor made</p> <p>During these inspections any rubbish found should be removed, any minor communal repairs shall be completed or programmed for completion within required timescales as required or where more appropriate reported for completion by the repairs contractors.</p> <p>Any issues that arise from the block or neighbourhood inspection/patrol that is out of the scope of the Area Neighbourhood Caretakers work shall be reported and recorded immediately to the relevant Directorate/agency to resolve and monitored to completion. Any failure in performance of other Departments or Contractors to correct the issues with a reasonable timescale shall be reported to the appropriate housing officer, housing manager, street scene coordinator.</p> <p>Where necessary, take action in respect of the estate caretakers under their control.</p>
	h)	<p>Ensure the completion of necessary health and safety paperwork with regard to health and safety inspection, including Hous1774 and Hous1776. Or (if applicable) ensure these have been completed and related actions taken by the estate caretaker.</p>
	i)	<p>You may be required to undertake health and safety inspections of common rooms and communal areas and related tasks at sheltered housing schemes and high/low rise blocks.</p>
	j)	<p>You need to ensure that relief room and storage facilities are inspected and maintained/used appropriately and meet the required health and safety regulations.</p>
	k)	<p>You need to ensure that you carry out audits of high and low rise blocks and complete necessary paperwork for performance/health and safety requirements.</p>
	l)	<p>You need to ensure that you follow appropriate procedures for ordering/using equipment and materials for your role.</p>
	m)	<p>You are responsible for carrying out vehicle safety checks and ensuring the vehicle is safe/road-worthy - reporting/actioning any repairs/maintenance works as necessary. Works vehicles can only be used for the purposes of work activity and journeys/mileage recorded.</p>
	n)	<p>You will be required to participate in walkabouts and estate assessments with colleagues, residents and partners.</p>

4. General Cont'd....

4.4	<p><u>Completion of minor repairs/kerb appeal works.</u></p> <p>A main focus for area neighbourhood caretakers should be undertaking environmental inspection and improvement works at communal sites in the wider housing neighbourhood/quadrant.</p> <p>This will include activity at garage sites, drying areas, accessways and other communal sites/land in BCC Housing management.</p> <p>This will include cleansing, rubbish removal, clearing weeds and overgrowth, repairs and maintenance. Such activity is intended to improve/maintain the local environment.</p> <p>Following a comprehensive training programme, area neighbourhood caretakers will be required to complete minor repairs both to communal areas as appropriate, ensuring compliance with health and safety procedures. The type of repairs you undertake should focus on communal areas. Your priority should be to improve and help maintain the kerb appeal of those areas. Therefore, where possible and practicable, your repairs activity needs to focus on works that are not covered by the repairs contractors (emergencies aside). This should not however be to the detriment of the local environment and residents' quality of life and health and safety should not be compromised. Repairs carried in tenants homes should be on an emergency needs basis only. Seek clarification from your supervising officer where necessary.</p> <p>These duties will include:</p> <ul style="list-style-type: none"> a) Carpentry b) Plumbing (does not include gas) c) Painting d) Glazing e) Minor electrical work – electric supply, time clock, fuses, light bulbs, trip switch f) Minor external maintenance – minor repairs, slabbing/paving, fencing g) Communal Gardening – pruning, weeding, grass cutting, site clearance <p>The repair requests will be completed in order of priority as deemed by legislation requirements/ policy.</p>
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4. General Cont'd....

4.5	<p><u>Other Duties</u> Other duties include:</p> <ul style="list-style-type: none"> a) Monitor the performance and contract compliance of low rise cleaning contractors. Complete necessary inspections and audits in connection with this role. Take appropriate actions with regard to unsatisfactory performance and look to resolve issues by working proactively with contractors. Arrange/attend performance meetings and site visits accordingly. b) Drive large vehicles/tipper trucks (subject to training) and load items of waste/rubbish onto these vehicles on site and at designated Waste Disposal Sites unload collected waste/rubbish safely and appropriately c) As the first point of contact for the residents the area neighbourhood caretaker will be responsible to ensure appropriate action is taken which may include contacting other directorates/agencies or in more serious cases will contact the emergency services on behalf of the residents d) Attend HLB's and other local residents meetings, outside of normal office hours, as necessary. e) Offer any assistance as necessary, to tenants during the lift failure ensuring that release is secured by appropriate methods, in conjunction with the emergency services/assigned contractor f) Keep paths to front and rear entrances of blocks and pathways connected to elderly persons' accommodation (schemes) free of leaves, rubbish, litter and clear of snow and ice and gritted as necessary or as appropriate. g) Produce and deliver newsletters, leaflets and other correspondence locally, as necessary. h) Monitor the occupancy of properties in the neighbourhood and report any suspicious or unusual occurrences to relevant supervising officer. i) Ensure that any residents with special requirements/particular needs are given appropriate advice/assistance. Maintain regular and constructive contact with such residents, which may include some direct assistance and liaison with appropriate agencies. j) Apply and manage the vehicle procedure and maintain appropriate records k) Attend Performance/Service Level Agreement meetings with other BCC directorates, contractors and external agencies, both on site and in an office location, and recommend service improvement measures where appropriate.
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4. General Cont'd....

4.5		<p><u>Other Duties cont'd...</u></p> <p>l) Monitor the performance of/Identify and take appropriate action with regard to contractors' unsatisfactory performance, e.g. low rise cleaning, repairs and grounds maintenance.</p> <p>m) Issue works instructions to contractors working on housing communal areas/land.</p> <p>n) Assist with all queries in a polite and helpful manner in accordance with the Customer Care code.</p> <p>o) Report concerns of tenant or citizen vulnerability or matters of safeguarding to your housing officer, street scene coordinator, housing manager immediately. Ensure that staff you supervise are aware of this responsibility for them to do so too.</p> <p>p) Carry out day-to-day supervision of estate caretakers required, including work allocation and monitoring and also employment related issues. This will include:</p> <ul style="list-style-type: none"> • Performance Management • Setting targets/priorities • Giving instructions • Identification of training needs through 1 to 1's and My Appraisal's. • Provide training as necessary • Sickness monitoring in accordance with the City's Managing Attendance Procedure • Return to Work interviews • Undertake Risk Assessments and issue safe working guidance. <p>q) Your work in the wider housing neighbourhood may be to deal with emergencies or be part of a planned programme of works. This will be determined by your supervising officer/manager. It will include an inspection, cleansing maintenance regime of housing land/sites/ such as garage sites, drying areas, accessways and low rise blocks.</p> <p>r) To assist residents and maintain the local environment you will be required to contact/liaise with other council departments, agencies and emergency services.</p>
4.6		<p><u>Liaison</u></p> <p>a) Establish and foster links with the community, including voluntary groups, tenants associations, etc.</p> <p>b) Maintain and develop appropriate links with other agencies, statutory and voluntary, involved in the provision of services to tenants/customers.</p>

Job Content

5. Work complexity

Responsibility for a number of work problems relating to tenants/customers therefore requires understanding of people's problems.

Carry out inspections, maintenance, minor repairs and cleaning tasks.

Identify record, report and monitor matters relating to performance, repairs and health and safety. Escalate issues to your supervisor as necessary.

Ensure work undertaken is in accordance with safe working practices.

Recording repairs enquiries and assisting tenants/customers to complete forms and other various clerical duties.

Work with and support the development of trainees and apprentices.

Where applicable, cover tasks due to colleague absence/leave (E.G. neighbourhood caretakers, estate caretakers,). This will include covering essential tasks around health and safety and cleansing – E.G. Health and Safety/block inspections and emergency cleaning, maintenance and rubbish removal.

Ensure that duty rotas of estate caretakers are put in place to ensure service standards and service delivery is consistently met.

6. Contacts

Contact:

Tenants/customers of the Council, Officers of the Council, Statutory Bodies, Voluntary Bodies, Other Council Departments, Elected Members, Pressure Groups, Housing Organisations

Purpose:

In providing a comprehensive housing service, respond to enquiries; give advice and information all in accordance with Housing Committee Policy.

7. Decisions made

A range of day to day decisions on a number of housing management issues

8. Creative work

- Liaison with tenants/customers to enhance their living environment and tenant/customer satisfaction.
- Report writing, maintenance of records.
- The setting up of local initiatives.

Job Content

8. Creative Work cont'd...

- Work as part of a team and on an individual basis to engage with tenants to educate /encourage social and tenant responsibility for keeping the local environment clean, tidy and safe.
- Support work that identifies tenants/citizens who have littered/fly tipped with regard to potential possible sanctions being taken.

Person Specification
Job Title: Area Neighbourhood Caretaker

Ref No:
Location: Various

Grade: GR 3

ESSENTIAL CRITERIA
Experience, Knowledge, Skills, Ability, Training, Development, Education, Qualifications

Please demonstrate in your application, using examples where possible, that you have the ability to meet the following criteria essential to this post:

	Method of Assessment*
1.. Are able to carry out minor repairs and to undertake simple maintenance tasks.	AF, I & T
2.. The ability to carry out cleaning tasks indoors and outdoors, including the removal of rubbish.	AF & I
3.. Have the ability to work with customers, placing their needs first.	AF & I
4. Excellent inter-personal and communication skills in both verbal and written form.	AF & T
5. Possess a valid, current driving licence and be able to drive a van.	AF & I
6. Commitment to providing high quality services continuous improvement, in particular relating to developing and enhancing neighbourhood services	AF & I
7. Commitment to equal opportunities in all aspects of service delivery.	AF & I
8. Ability to work as part of a team and on own initiative.	AF & I
9. Ability to monitor and supervise estate caretakers and other contractors/agencies.	AF & I
10. Ability to build and sustain effective working relationships with other employees, contractors and residents	AF & I
11. Understanding of issues associated with social housing.	AF & I

Shortlisting and Interview dates to be arranged

* AF = Application Form I = Interview T = Work based test or exercise P = Presentation

Job Title: Area Neighbourhood Caretaker**Ref No:****Location:** Various**Grade:** GR 3**DESIRABLE CRITERIA****Experience, Knowledge, Skills, Ability, Training, Development, Education, Qualifications**

Please demonstrate in your application, using examples where possible, that you have the ability to meet the following criteria essential to this post:

Method of Assessment*

None

* AF = Application Form I = Interview T = Work based test or exercise P = Presentation