

Job Title:	Community Maintenance Team (Caretaking)
Department:	Asset management, Operations
Reports to:	Grounds & Cleaning Supervisor
Responsible for:	No direct reports

Summary of core purpose:
 Responsible for providing a high quality, customer focused caretaking service to communal areas and properties in the borough and surrounding areas. To provide an efficient cleaning maintenance service to internal and external areas ensuring all work is completed to a high standard.

Main Accountabilities

- Provide a high-quality caretaking and cleaning service across the organisations housing estates in the borough and surrounding districts ensuring value for money.
- Responsible for inspecting maintenance complaints and carrying out minor repairs as instructed.
- Ensure all building defects are reported to the planning team so they can be fixed in a timely manner.
- This includes conducting routine inspections, reporting defects on properties and answering emergency calls as required.
- Responsible for familiarisation with estates and tenant/landlord obligations to establish areas of responsibility in relation to repairs.
- Provide accurate reports of daily tasks to the Facilities Supervisor via handheld Pda's so they can monitor and manage work.
- Ensure equipment is maintained in good working order and materials used efficiently so the organisation achieves value for money
- To take on other duties commensurate with this post as directed/delegated by the Grounds & Cleaning Supervisor.

Relationships

- No supervisory responsibility.
- Deal with a variety of internal and external stakeholders: all employees (including managers), customers, external training providers.

Financial Accountability

No Direct budget responsibility.

Person Specification



	Essential	Desirable
Education		
Experience	<ul style="list-style-type: none"> • Experience in of dealing with and providing a front-line service to customers. • Experience in general cleaning and basic maintenance. • Experience in basic DIY e.g. replacing light bulbs, leaning signs, etc. • Experience of using handheld devices e.g. tablets. 	
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • Good working knowledge of health and safety legislation and procedures. • Good knowledge relating to the use of cleaning equipment and chemicals. • Ability to communicate effectively with a positive approach to solving daily work challenges. • Ability to liaise clearly and sensitively with residents in a pleasant and helpful manner. • Demonstrates high levels of energy and commitment. • Ability to work positively in a team to deliver high levels of customer satisfaction. • Self-motivated and able to manage time effectively. • Basic administrative skills. • Ability to move and lift objects e.g. moving bins or clearing rubbish. 	<ul style="list-style-type: none"> • COSHH and manual handling knowledge beneficial.
Circumstances /Other	<ul style="list-style-type: none"> • Ability to drive and work across the borough as required. 	