GRAVESHAM BOROUGH COUNCIL

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| Division: | Estate Services Team |
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| Department: | Housing Directorate – Neighbourhood Services |
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| Post Title: | Estate Services Caretaker |
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| Grade: | Grade 2/3 |
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| Responsible to: | Estate Services Manager |
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**Job Description**

**Job Summary**

Responsible for ensuring the Council’s housing estates are maintained in a safe, clean and welcoming condition.

You are responsible for completing all relevant estate tests and checks, updating all documentation as required and ensuring your patch remains compliant with relevant H&S legislation, escalating when necessary.

**Main Tasks**

* Responsible for all maintenance activities to ensure the general upkeep and maintenance of the estate buildings and grounds.
* Fully understand the layout and workings of all service/mechanical equipment within the estate. Ensure all such equipment is properly stored, secured, and maintained as per manufacturers and/or legislative requirements.

**General**

* Carry out all facilities management tasks for your allocated estate or patch, in line with corporate process and procedure, including but not limited to perimeter checks, fire safety checks, cleaning, routine maintenance, light gardening, graffiti removal etc.
* To always keep all areas clean and tidy, ensuring the estates grounds and premises are in a safe condition to allow tenants and visitors to undertake their day-to-day activities in a safe and secure manner.
* Ensure all records of checks/repairs/other are recorded and records readily available for inspection by colleagues/external bodies as required. This will include updating corporate IT systems, so you must have a basic level of IT literacy or be prepared to undergo training
* Engaging with customers in a professional, friendly, and respectful manner, ensuring we build positive relationships with our tenants, often as the visible point of contact for the estate you work are working on.
* You will be expected to prioritize tasks, working in an environment which is busy and sometimes unpredictable, reacting to events in a professional
* Being a key holder and the first point of contact for contractors who are working on your allocated estate, it is essential that you maintain good knowledge of the estate, the utility services that are delivered and can assist contractors with the location of meters, or service in points when necessary.
* Ensure all equipment/machinery/handheld tools are stored correctly when not in use
* To have a high presence within the Estate to ensure all requests are responded to promptly and effectively.
* Manage security of premises, including testing and operation of security equipment
* Maintain adequate levels of consumable items and equipment.

Cleaning of non-routine nature, including the removal of graffiti and spillage during occupation.

# PERSON SPECIFICATION

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| **POST: Estate Caretaker** | POST No.  |
| HARACTERISTIC | SPECIFICATION |
|  | ESSENTIAL | DESIRABLE |
| SKILLS/ABILITIES(Specific skills and abilities required to undertake the duties) | Good organisational skills.Excellent communication skills. Ability to communicate effectively in both written and verbal form.Ability to adopt a logical and methodical approach to tasks.Good people skills and can demonstrate working well within a team, as well as an individual. | Full driving licence  |
| KNOWLEDGE(Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | Ability to use Microsoft, including Outlook, Word, PowerPoint, and Excel.Knowledge of spreadsheets and databases. | Experience of using specific housing management IT systems.Knowledge of statutory regulations / procedures including Health & Safety, COSHH, movement & handling of goods, fire prevention & safety. |
| QUALIFICATION**TRAINING**(Educational/vocational qualifications and other training)Verification will be required | . |  |
| EXPERIENCE(Level and type of previous experience) | Experience of general office duties including but not limited to, filing, inputting data, dealing with telephone and email queries, keeping accurate records | Experience of working in a public sector housing or allied environment |
| QUALITIES(Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team) | Ability to work in a fast-paced environment.Ability to prioritise workloads, recognising when a task is important for health and safety reasons.Ability to be able to deal with difficult or agitated customersAbility to work as part of a team and using own initiative. | Experience of working with customers within in housing setting. |

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| SPECIAL CONDITIONS(e.g. willingness to work unsocial hours or wear a uniform) | An ability to work at locations across the borough and be deployed as part of a mobile team. |  |