



## Job Description and Person Specification

<b>Job Title</b>	<b>Estate Caretaker</b>
<b>Job Grade</b>	NCC grade D
<b>Reports to</b>	Caretaking Team Managers, Estates and Caretaker Services
<b>Direct Reports</b>	None
<b>Other Resources</b>	Responsible for driving a Company Vehicle and maintenance of some petrol power tools, Company telephone
<b>Role Purpose</b>	The post holder will be responsible for the caretaking and cleaning functions associated with communal facilities in residential accommodation, garage sites and other areas on Nottingham City Council Housing Services (NCCHS) managed estates.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• General cleansing of communal areas around High Rise and low rise flats and Independent Living Schemes across the City.</li> <li>• Removal of bulk refuse, furniture and other associated items from communal parts of flats and independent living schemes.</li> <li>• Removal and transporting bulky items and other waste from communal areas and from within the curtilage of NCCHS properties to a designated disposal area.</li> <li>• Clearing and cleansing of communal access areas, in accordance with laid down frequencies and procedures.</li> <li>• To work as part of a team to provide a Caretaking Service across the City including High Rise and Low Rise blocks and Independent Living Schemes.</li> <li>• Reporting all repair issues, lift defects and maintaining refuse chutes, hopper heads paladin bins and refuse disposal areas within a block/ complex to a standard specified by NCCHS.</li> <li>• Liaising with residents on all matters and reporting to the Housing Patch Manager any problems identified including any activity that may result in damage or disfigurement to NCCHS' property or that may cause undue annoyance to residents.</li> <li>• Undertaking grounds maintenance duties as directed including the removal of graffiti in accordance with established procedures.</li> <li>• To communicate effectively with both internal and external customers face to face.</li> </ul>



	<ul style="list-style-type: none"> <li>• To establish and maintain good team working relationships with colleagues.</li> <li>• To ensure full compliance with all company health and safety procedures and requirements of statutory legislation</li> <li>• To process documents relevant to the service area(s) following instructions from the Team Manager\Service Manager</li> <li>• To establish and maintain good relationships with partner agencies, tenants and leaseholders</li> <li>• Understand and work to organisational and legal requirements including health and safety, confidentiality and equal opportunities</li> </ul>
<p><b>Generic duties</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate and promote excellent standards of customer care in the context of NCCHS' Mission, Vision and Values, to uphold the Equality and diversity policy and to participate in training activities necessary to your post.</li> <li>• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.</li> <li>• Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.</li> </ul> <p>This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.</p>


**PERSON SPECIFICATION: Estate Caretaker**

<b>Requirements</b>	<b>Essential – E /Desirable - D</b>
<b>Experience and knowledge</b>	
<ul style="list-style-type: none"> <li>Ability to work without direct supervision by dealing with emergencies and difficult situations in a calm and effective manner</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Experience or ability in building cleaning and caretaking functions including removing refuse and manual handling of bulky / heavy items.</li> </ul>	<b>E</b>
<b>Skills &amp; Abilities</b>	
<ul style="list-style-type: none"> <li>Good interpersonal skills and a proven ability to communicate effectively at all levels</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Experience of effectively resolving customer care issues.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Experience of completing written records for example monthly timesheets, log books</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Demonstrate an awareness and understanding of equality issues and a commitment to NCC's Equality &amp; Diversity Policy.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Ability to understand written instructions including procedures and practices particularly in respect of health and safety issues.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Demonstrate and understanding of Health and Safety policies and procedures</li> </ul>	<b>E</b>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>Hold or be willing to work towards BICs level 1 and/or NVQ Level 2 in cleaning and customer care</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Hold a full clean driving licence and be willing and able to drive for work</li> </ul>	<b>E</b>
<b>Behaviours</b>	
<ul style="list-style-type: none"> <li>Must be able and prepared to work in any area within the city conurbation, including providing cover in high and low rise complexes, should a service need arise.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Must be flexible and prepared to undertake work duties outside normal office hours, weekends and public holidays.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Must be able to perform all duties and tasks, with reasonable adjustment, where appropriate, in accordance with the provisions of The Equality Act 2010.</li> </ul>	<b>E</b>

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**Nottingham**  
**City Council**

Housing  
Services