

Job Description and Person Specification

Job Title	Block Caretaker
Job Grade	NCC grade C
Reports to	Caretaking Team Managers, Estates and Caretaker Services Team
Direct Reports	None
Other Resources	None
Role Purpose	To provide efficient and effective caretaking and cleaning functions for internal and external communal facilities in residential accommodation ensuring the general appearance of the buildings and surrounding areas are maintained in accordance with the required standards.
Key Accountabilities	<ul style="list-style-type: none"> • General cleansing and removal or reporting of bulk refuse, furniture and other associated items from communal areas. • Clearing and cleansing of internal and external communal access areas, especially in the event of snowfall, in accordance with laid down frequencies and procedures. • Carrying out regular checks in accordance with Health and Safety Regulations including fire safety and water testing • 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 • 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 Nottingham City Council Housing Services (NCCHS). • 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's property or that may cause undue annoyance to residents • To communicate effectively with both internal and external customers face to face. • To establish and maintain good team working



	<p>relationships with colleagues.</p> <ul style="list-style-type: none"> • To ensure full compliance with all company safety procedures and requirements of statutory legislation • To process documents relevant to the service area(s) following instructions from the Team Manager\Service Manager • To establish and maintain good relationships with partner agencies, tenants and leaseholders • Understand and work to organisational and legal requirements including health and safety, confidentiality and equal opportunities.
<p>Generic Responsibilities</p>	<ul style="list-style-type: none"> • Demonstrate and promote excellent standards of customer care in the context of NCC Mission, Vision and Values, to uphold the Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary to your post. • Adherence to Standing Orders and Financial Regulations and Health and Safety standards. • 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. • 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. • All staff are expected to maintain high standards of customer care in the context of the NCC' Core Values, to uphold the Equality, Diversity and Inclusion strategy and objectives and health and safety standards and to participate in training activities necessary to their post.

HS1000000087



Nottingham
City Council

Housing
Services

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Signed and agreed by the post holder..... date.....



PERSON SPECIFICATION – Block Caretaker

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience or ability in building cleaning and caretaking functions including removing refuse, which may be bulky / heavy on occasions • Experience of effectively resolving customer care issues • Experience of completing written records for example monthly timesheets, log books 	<p>E</p> <p>E</p> <p>E</p>
Skills & Abilities	
<ul style="list-style-type: none"> • Ability to work without direct supervision by dealing with emergencies and difficult situations in a calm and effective manner • Good interpersonal skills and a proven ability to communicate effectively at all levels • Ability to understand written instructions including procedures and practices particularly in respect of health and safety issues. • Demonstrate and understanding of Health and Safety policies and procedures • Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC Equality, Diversity and Inclusion strategy and objectives 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Qualifications	
<ul style="list-style-type: none"> • Hold or be willing to work towards BICs level 1 and/or NVQ Level 2 in cleaning and customer care 	<p>E</p>
Behaviours	
<ul style="list-style-type: none"> • 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. • Must be flexible and prepared to undertake work duties outside normal office hours, weekends and public holidays. • Ability to challenge discriminatory attitudes, statements and behaviour 	<p>E</p> <p>E</p> <p>E</p>

Author.....Date.....