

<b>Job Title</b>	<b>Estate Caretaker</b>	<b>Direct Reports</b>	
<b>Reports to</b>	Assistant Property Manager		

**Overall Responsibility:**

- To provide a visible, accessible and, customer focused estate-based caretaking service to tenants, ensuring that internal and external communal and shared areas are maintained to a high standard.
- To oversee the service provided by external cleaning contractors and work collaboratively with other members of the estates team and contractors as appropriate.
- To offer a ‘handyman’ service to some residents.
- To be the proactive and professional ‘public face’ of Barnsbury HA, treating tenants with courtesy and respect at all times and demonstrating BHA vision and values in day to day work.

**Key Responsibilities and Outcomes**

Provide an efficient and thorough grounds maintenance and estates service, so estates and buildings are kept clean, tidy and safe and places are tenants are proud to live in

- Undertake designated tasks at specific blocks and areas of estates at a frequency defined by the rota and on an ad-hoc basis as required
- Ensure all communal areas and estates are kept free of hazards and minimise the risk to any residents or visitors
- Manage an agreed schedule of health and safety compliance inspections, recording findings on i-auditor
- Attend regular estate inspections with team members and residents, identifying any dumped rubbish, vandalism, repairs, abandoned vehicles etc and work with the office team to resolve issues quickly
- Act as the ‘eyes and ears’ of BHA on the estates, reporting any issues of concern including anti-social behaviour and safeguarding concerns and working proactively with the Housing Manager where necessary, maintaining and respecting confidentiality
- Quality assure cleaning and grounds maintenance contracts operated by external contractors, monitoring the service and attending contract management meetings as required.
- Assist with parking management on estates
- Check and ensure that communal noticeboards are kept current and relevant and deliver letters to tenants as required
- Respond to any emergency situations and provide an out-of-hours on call service for part of each week, if necessary
- Carry out minor tasks to ensure safety of older people e.g. change light bulbs, fasten carpet
- Maintain a stock of supplies and equipment
- Ensure the office and community rooms are safe, welcoming and well-functioning

Personal Competencies	Skills / Experience
<ul style="list-style-type: none"> <li>▪ Good communication skills and commitment to quality customer service, with a can-do approach and using initiative to finding solutions</li> <li>▪ Ability to organise own workload and possess effective time management skills and the flexibility to prioritise and switch between tasks</li> <li>▪ Able to work unsupervised and able to supervise others as required</li> <li>▪ Embrace innovation and new ideas and always striving for improvement</li> <li>▪ Able to listen to our residents, understanding their needs and respond appropriately</li> </ul>	<ul style="list-style-type: none"> <li>▪ Health &amp; safety and COSHH awareness</li> <li>▪ Ability to carry out a range of general maintenance work</li> <li>▪ Experience of caretaking, cleaning and grounds maintenance</li> <li>▪ Ability to manage the physical demands of the role</li> <li>▪ Experience of using specialist equipment</li> </ul>

**Other Requirements:**

- A DBS check is required