

Job description

Mobile Relief Caretaker

- Grade: Scale 4
- Reports to: Mobile Team Supervisor
- Your team: Estate Services
- Service area: Estate Services, Neighbourhood Services
- Directorate: Homes and Neighbourhoods

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.
- Weekend working, on a rota basis, is a requirement of this post

This post requires a DBS check at the basic level

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This role requires a full, clean Driving Licence

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough

and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The caretaker plays a key role in maintaining the cleanliness and safety of our estate. Reporting to the Mobile Team Supervisor they will be responsible for completing cleaning tasks to the required frequencies along with the completion of daily management control information and other documentation as required. They will also support residents with their needs in accordance with management direction.

They will have a strong commitment to customer care, safeguarding, equality, and health and safety standards which is essential in delivering high-quality services across our estates.

They will be required to work both independently and collaboratively with other caretakers and staff to deliver an excellent service across our estates adjusting duties and schedules to meet the requirements of the service.

Key responsibilities

- To provide relief caretaking duties on various estates across all areas on a rota basis, working with other caretaking staff to carry out tasks as directed by Estate Services Management team including Quality Assurance Officers, often at short notice.
- To assist managers or supervisors in the distribution of stores and equipment, including safely driving, loading and unloading estate services vehicles.
- Clean the communal areas in purpose-built buildings and the surrounding grounds. Ensure estate cleaning frequencies are delivered to the service commitment standards and in accordance with Islington Council's Health and Safety Policy and relevant health and safety legislation.
- The completion of accurate reports, relating to tenancy contraventions and any other estate management matters, using the Estate Management applications and/or other Information Technology systems. Assist in resolving reported complaints and reporting cases of fire, burglary, flood made by residents and refer other important incidents to the Estate Services Coordinator and other staff where required.
- To maintain clean and tidy assigned lodges and stores at the allocated patches. You will be responsible for the overall management and custody of estate stores, tools, plant, and equipment within the designated area. Additionally, keeping keys for communal facilities, meter cupboard(s), vacant dwellings, vacant pram sheds, etc.
- Attendance at the designated housing office during weekday-on-duty periods as directed. Also carry out normal estate liaison duties, e.g., refuse collection, gas, and electrical services, liaising with Estate Service officers and contractors as necessary
- Ability to work on several estates carrying out core duties at weekends on a rota basis. This will be at a maximum of two over three weekends. See rota example below

- To carry out minor repairs to communal areas as directed or as required in accordance with Health and Safety requirements. Maintaining the lighting of communal areas. Taking appropriate action in respect of repairs or damage in cases of emergency, including the calling out of police, fire, and ambulance services etc. during normal working hours.
- Report and remove graffiti as directed within agreed timescales. Report and safely remove, where possible, litter to designated collection points on estates daily.
- To use appropriate tools as directed, to control weed growth on estates and to ensure that sweeping is done in such a way so that hard-standing areas have little or no accumulation of detritus, which promotes weed growth. To keep shrub beds and grass areas / lawns free of litter.
- Accompany prospective tenants to visit flats when required. Furthermore, establishing and maintaining a good relationship with residents on behalf of Islington Council, giving advice and assistance especially to adults with care and support needs, dealing with complaints, problems, etc, referring outstanding issues to the local housing teams or other designated officer(s). In addition, to take responsibility for promoting safeguarding the welfare of children and young person's / vulnerable adults who you come into contact with. This includes reporting any concerns you have about someone who is vulnerable to the Estate Services Coordinator.
- To undertake training and constructively take part in meetings, supervision check ins, seminars, and other events designed to improve communication and assist with the effective development of the post and post holder.
- Ensure all the services within the area(s) of responsibility are provided in accordance with Islington Council's commitment to customer care and high-quality service provision to users.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Ability to demonstrate a reasonable standard of literacy and numeracy for supplying reports on the background action taken in respect of any emergencies or unusual occurrences	Essential
2	Practical experience of cleaning or caretaker duties (paid/unpaid) and the ability to carry out cleaning duties while working alone or in teams.	Essential
3	Ability to react to and deal with emergency situations e.g. fire, flood and lift breakdowns and complaints of disrepair.	Essential
4	Ability to take care of estate tools, equipment, keys to various communal facilities and any keys that may be issued to caretakers from time to time.	Essential
5	Ability to communicate with residents to provide necessary advice and assistance.	Essential
6	Ability to carry out minor communal repairs within health and safety guidelines.	Essential

Point	Criteria description	Essential/desirable
7	Ability to work outdoors in all weathers and cope with the physical demands of the job i.e. climbing stairs, moving full (wheeled) paladin bins without assistance and physically able to lift and move heavy items of equipment and household lumber, with assistance if necessary.	Essential
8	Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people and adults with care and support needs.	Essential
9	Ability to weekend rotating shifts (see example rota below).	Essential

9 An example rota could look like the following:

Week	Mon	Tues	Wed	Thur	Fri	Sat	Sun
1 st Week	ü	ü	ü	O	O	ü	ü
2 nd Week	O	O	ü	ü	ü	ü	ü
3 rd Week	ü	ü	ü	ü	ü	O	O

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.