Job description

Caretaker

- Grade: Scale 4
- Reports to: Estate Services Coordinator
- Direct reports: None
- 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)
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

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 Estate Services Coordinator and Quality Assurance Officer 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

- 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.

- 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

- 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.

- 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, lumber 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.

- 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.

- To carry out a paired working arrangement. Liaising directly with an assigned colleague(s) over personal cover arrangements for annual leave and short-term absence.

- All resident (or previous resident) caretakers are to work on several estates, carrying out core duties at weekends on a rota basis, between the hours of 8.00am and 4.00pm.

- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

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.

Point	Criteria description	Essential/desirable
1	Ability to demonstrate a reasonable standard of literacy and numeracy	Essential
2	Practical experience of cleaning or caretaking duties (paid/unpaid) and the ability to carry out cleaning duties, working alone or within teams.	Essential
3	Ability to deal with complaints including disrepair.	Essential
4	Ability to work to the agreed paired working arrangement with an assigned caretaker where arrangements are in line with service needs and meet management approval.	Essential
5	Ability to react to and deal with emergency situations, e.g., fire, flood and lift breakdowns.	Essential
6	Ability to supply written reports on background and action taken in respect of emergencies or unusual occurrences.	Essential
7	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
8	Ability to communicate with residents to provide necessary advice and assistance.	Essential

Point	Criteria description	Essential/desirable
9	Ability to carry out minor communal repairs within Health and Safety Guidelines.	Essential
10	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
11	Ability to work rotating shifts *(applicable to Resident Caretakers only).*	Essential

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.