

ROLE PROFILE

Caretaker

Grade

01

Contract Type

Fixed Location

Keyworker Operations Manager



Keyworker Team Leader



Caretaker



No Direct Reports

Department

Supported
Housing



Keyworker

Role Overview

Provide light maintenance and caretaking services for Your Housing Group's Keyworker Accommodation Schemes, both to the external environment and to the internal areas of the Scheme and properties, ensuring all work is carried out in accordance with the service standards, Health & Safety requirements, building regulations, relevant legislation and Codes of Practice, ensuring all Key Performance Indicators are met.

RESPONSIBILITIES

- Carry out light maintenance to properties, communal areas, external grounds and the accommodation management office at the scheme, e.g. changing fluorescent light tubes, easing and adjusting doors, changing tap washers, grouting, sealing around baths and window cleaning. Painting of vacant rooms, flats and communal stairwells to an acceptable standard, when required.
- Identify and report electrical repairs that require completion by a qualified and authorised electrician
- Maintain the communal grounds and co-ordinate weekly refuse collections.
- Responsible for cleaning of accommodation management office store rooms (weekly) and communal stairwells (daily) to an acceptable standard, managing and maintaining appropriate stock levels
- Undertake regular scheme inspections including testing of fire alarms, ensuring up to date records including work activities and maintenance repairs.
- Adhere to safe systems of work, fully complying with all Group policies and procedures, especially those in respect of Health and Safety and in line with Health & Safety legislation.
- Ensure good customer relations are maintained by positive responding to complaints and requests from members of the public.

Our values



Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Undertake regular scheme / property inspections ensuring the Group is compliant, from a statutory compliance fire safety, electrical safety checks etc
- Comply fully with agreed working practices and processes for completing tasks, ensuring all job-related information is provided in accordance with required timescales and standards.
- Provide cover for absent colleagues across the Keyworker Portfolio upon reasonable request
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

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|---|---|
| ✓ Strong customer service skills, with the ability to communicate effectively | ✓ Good organisational skills with ability to effectively prioritise a busy and reactive workload. |
| ✓ Demonstrable use of initiative, with ability to work alone or as part of a team | ✓ IT skills that support the ability to produce documents using Microsoft Office applications e.g Word and Excel. |
| ✓ Positive and flexible attitude. | ✓ |

ESSENTIAL REQUIREMENTS

Experience of painting and decorating

Commercial acumen when making decisions

Experience of undertaking day-to-day minor repairs to a large building or residential accommodation

BENEFICIAL TO THE ROLE

Full UK Driving License & use of a vehicle

GCSE Maths and English (or equivalent)

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