

# Role Profile

|                                    |  |
|------------------------------------|--|
| <b>Job title</b>                   | Housing Caretaker/Handyperson              |
| <b>Role Family</b>                 |  |
| <b>Grade</b>                       | C  |
| <b>Reports to</b>                  | Neighbourhood Management Senior Specialist |
| <b>Politically restricted post</b> | No   |
| <b>DBS requirement</b>             | Basic                                      |

## **Team Summary**

You will be part of a small caretaking team that operates as part of the Neighbourhoods Team.

You will be out and about most days, either with other caretakers or on your own, travelling from site to site to carry out caretaking and other duties. Some duties may be unpleasant such as tidying up refuse bin areas.

You will be expected to work with little close supervision, and be able to plan your own working day to ensure all the required tasks are completed.

You will be able to work flexibly and to be able to change your plans at short notice, for example if you are called away to a different site or to cover for colleague absence.

You will have regular contact with your manager and other colleagues so you will be supported and will not be isolated.

## **Role Purpose**

- Working closely with customers (tenants and leaseholders), colleagues and contractors, to ensure that the external and communal areas of the Folkestone and Hythe District Council (FHDC) housing stock are well maintained to a neat and tidy appearance, and are safe and hazard free.
- To act as an ambassador of the Council by building a positive relationship with tenants, and maintaining professional appearance and attitude at all times.
- To monitor the performance of the Council's housing cleaning contractors, ensuring high standards are maintained.
- To use caretaking and handyperson skills to deal with minor estate repairs and other issues 'on the spot' where possible.
- To provide a flexible and responsive service to colleagues when required, for example to attend to a cleaning spillage or bulky waste problem anywhere within the FHDC housing stock.

## **Key Tasks and Responsibilities**

- Attend FHDC housing sites to a schedule provided to carry out regular caretaking tasks such as litter-picking, and tidying of refuse bin areas.
- Using the vehicle provided, remove fly-tip and bulky waste to a central collection point. Promptly report larger items for removal, then track progress to ensure items are removed within 48 hours.
- Monitor the performance of block cleaning contractors, raising any issues directly with the cleaning staff or their supervisors as required.
- Monitor the standard of the grounds maintenance service, reporting issues to your line manager
- Assist with the reduction of tenants' belongings being stored in communal areas, for example by speaking to the tenants concerned, affixing 'Notices to Remove' on items and arranging for their removal.
- Carry out minor non-electrical repairs to communal areas such as door closers, stair treads, graffiti removal and patch re-decoration. Report all electrical and non-minor repairs, track progress and follow up as necessary.
- Carry out after-repair inspections to ensure repairs are carried out to a high standard.
- Carry out occasional jet washing to courtyards, drying areas etc.
- Develop an awareness of vulnerable or potentially vulnerable residents, and carry out occasional welfare checks, reporting any concerns.
- Be alert to tenancy breaches including fly-tipping, noise or sub-letting and report any concerns.

- Ensure vehicles, plant & machinery such as a van, power hand tools and power jet-washer are maintained and used in the correct fashion, completing check sheets in a timely basis and reporting faults as soon as they are discovered.
- Health and Safety – Ensure your duties are carried out with careful regard to the health and safety of yourself and all those around you. This includes proper use of Personal Protective Equipment (PPE), following procedures, and reporting any concerns promptly.

### **Corporate Expectations**

- Adhere to the Council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the Council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, councillors and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.
- To contribute ideas on improvements in service delivery.

### **Qualifications**

No specific qualifications are required for this post, but the post holder will be expected to have reasonable numeracy and literacy skills. This may be tested as part of the recruitment process.

Some basic report writing (writing up incidents, for example) will be required.

### **Knowledge, Skills & Experience**

- Recent experience in 'DIY' (not decoration) or general maintenance and repairs, and the use of small power tools such as drills. Post holder will be expected to have the skills and experience to carry out small repairs (examples given in the 'Key Tasks and Responsibilities' section above) to a high standard.
- A good working understanding of basic health and safety, and experience of having applied health and safety principals in the workplace.
- Good spoken communications skills – the ability to communicate clearly and professionally with customers and colleagues. This could include explaining something or sharing information, persuading someone to do something, or holding a difficult conversation.
- Able to work with little supervision, be well organised and able to prioritise
- Self-motivated and be able to see what needs doing, with minimal supervision
- Able to deal with problems and come up with workable solutions
- Experience of working in a customer facing environment
- A friendly and approachable attitude to both customers and colleagues
- Full driving license (permitted for use in UK) in order to travel around the district and undertake the duties of the role effectively. The role will require driving one or more company vehicles.
- A commitment to high standards
- Physically capable of carrying out the manual aspects of the role including long periods standing and walking, sweeping, litter-picking, lifting and carrying
- IT skills to carry out basic computerised tasks – usually on a mobile phone – including reading and writing emails and SMS texts, and completing online inspection forms.