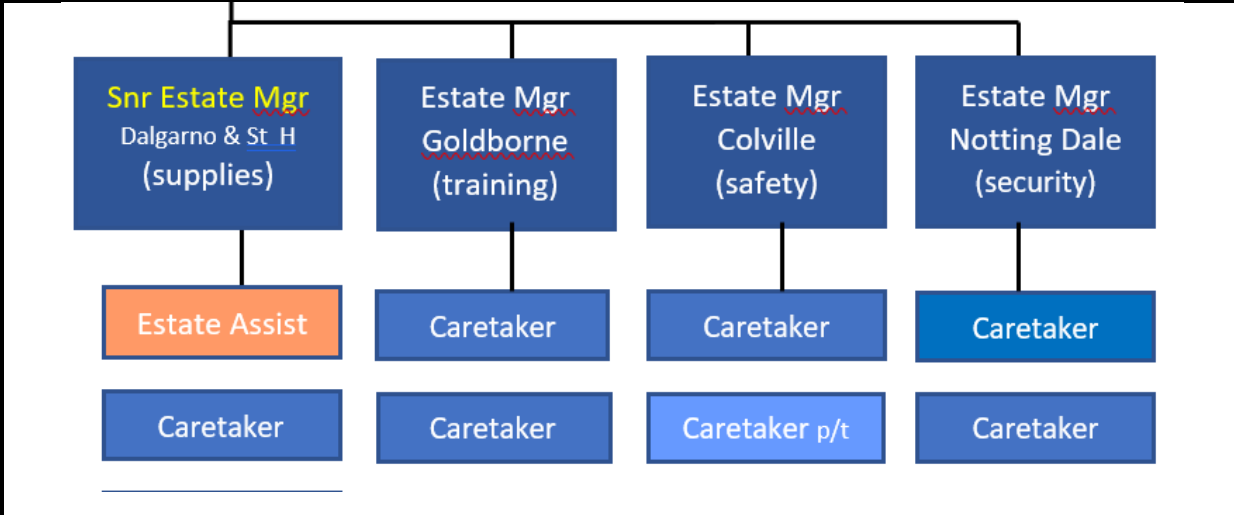


JOB DESCRIPTION

Job Title	Caretaker
Position Number(s)	Various (57.5 FTE positions)
Department	Housing Management
Section or Service	Environment and Estate Services
Grade	C

DESIGNATION:

Responsible to:	Estate Manager
Employees directly supervised (if applicable):	N/A
Family Tree: Extract of structure illustrating local relationships. Estate Manager typically manages 8-12 staff per team	
 <pre> graph TD EM[Estate Manager] --- S1[Snr Estate Mgr Dalgarno & St H (supplies)] EM --- S2[Estate Mgr Goldborne (training)] EM --- S3[Estate Mgr Colville (safety)] EM --- S4[Estate Mgr Notting Dale (security)] S1 --- EA[Estate Assist] S1 --- C1[Caretaker] S2 --- C2[Caretaker] S2 --- C3[Caretaker] S3 --- C4[Caretaker p/t] S4 --- C5[Caretaker] </pre>	

1. JOB PURPOSE:

To proactively monitor and maintain housing estates in a clean, safe, tidy, and attractive condition for the benefit of our residents. To represent Royal Borough of Kensington & Chelsea during the performance of duties on site communicating with stakeholders on matters affecting the upkeep of the estate.

2. DESCRIPTION OF DUTIES:

Operational Tasks

- To conduct daily inspections to identify, resolve or report any potential health and safety issues on the estates. Assess the risk and escalate appropriately where required. This includes checking the operability of fire alarms, AOV's, lift closures, flat door closures,

emergency lighting, common security doors, fire doors & closures, lifts, free access and egress of communal walkways, bin and storage areas, fire hazards, quarterly utility meter readings, evidence of unauthorised trespass, vandalism or mis-use, contamination, slip & trip hazards and other similar risks as may be prescribed. These daily checks to be confirmed each week through submission of an electronic form identifying activities complete, items checked, and hazards reported.

- To be responsible for keeping communal areas, both internally to blocks & externally, in a clean, tidy, safe, debris free condition, including: floors, landings, stairways, balconies and corridors, walls, ledges, windows, doors, fixtures & fittings; open spaces; bin rooms; walkways and other hard surface areas. Clean surfaces using appropriate solutions and equipment suitable for different types of surfaces performed on.
- Remove graffiti from non-porous surfaces either chemically or by patch overpainting using like for like products.
- To rotate and sanitize bulk refuse bins to ensure empty bins are accessible and chutes operate freely. Keep refuse rooms locked and secure, open as required for Refuse Services access. Assist Refuse Services with bin movement where required.
- Remove litter, leaf removal, dog foul and waste items from soft and hard surface areas, remove debris from gutters and gully's ensuring drains are kept clear. Sweep hard surfaces and weed kill where necessary. Remove snowfall and apply rock salt/grit to main pathways during icy conditions. Remove needlesticks found in common parts. Empty litter & dog bins.
- To maintain lifts car surfaces and panels clean, check & unblock door runners.
- To secure and hold supplies of work and safety equipment, day to day cleaning/caretaking materials and to ensure adequate stock is always maintained on site. To keep and store any authorised flammable materials in accordance with health and safety and fire regulations.
- To inspect all equipment used in the performance of caretaking duties to ensure it is operable, and to take out of service and report faulty equipment requiring repair or replacement. This includes power driven mechanical equipment. Carry out basic servicing of equipment in accordance with manufacturers guidelines (e.g. oil or fluid top up).
- To report any issues of fly tipping and arrange removal. Where possible identify the origins and refer to the Neighbourhood Co-Ordinator. Move bulk waste and sacks to a storage area on the estate and guide the Bulk Waste Removal Service as required.
- To report instances of unauthorised parking, blocked road access, vehicles which are abandoned, dangerous or in an unroadworthy condition.
- To be familiar with the location/layout of all plant, electrical intake cupboards, mains fuses, gas meters, mains water stop cocks, and any other statutory or landlord services on the estate. To hold in safekeeping keys to communal and other locked areas (including lift or roof rooms where appropriate) and to enable access to these areas to representatives of statutory undertakings, emergency services, police, contractors, and such other persons authorised by management from time to time.
- Place and maintain service notices, contacts, and other material on communal noticeboards, ensuring all information on display is current and well presented. This

includes information confirming Caretaking provision and attendance as well as other related services.

- To visually check the landlord's external and internal electrical lighting to communal parts of buildings, including access halls, landings, staircases exterior, and replace spent light bulbs/starters accessible by step ladder up to 1m in height.
- Carry out occasional minor repairs including boarding up, setting time clocks, lock changes, taping down trip hazards, re-fixing screws to fixtures, tighten bolts, lubricate metal mechanisms, taping off hazardous areas and placing emergency notices where required.
- Monitor work undertaken by internal and external contractors for repairs, cleaning and grounds maintenance and report any concerns to the relevant departments.
- Undertake quarterly meter readings in communal areas and reset estate time clocks and operate routine fire alarm checks as required.
- To liaise with the national Emergency Services and the Council's emergency staff/service as required in the event of an emergency or accident during normal working hours. To report any accident or near miss to line management following any incident on prescribed forms (e.g. Accident or Incident Report Form).

Estate Management

- Identify and record any incidents of nuisance, anti-social behaviour, criminal activity and safeguarding on estates and report this to the relevant Neighbourhood Co-Ordinator.
- In the event of any disruption in main services, such as gas, water, electricity etc., to take all necessary measures to ensure the safety of residents, minimise their inconvenience and protect Council property from damage.
- Report any issues of suspected occupancy issues and to secure void or vulnerable properties.
- Collaborate with neighbourhoods to undertake regular checks on temporary accommodation when required.
- Attend Estate Walkabouts on a quarterly programmed basis where required.
- Comply with Fire Risk Assessment action plans, including the identification of personal or waste items left in common parts, notifying and advising residents of the requirement to remove items and the Council's policy of removal.

Resident Interactions

- To maintain regular contact with residents and to respond to requests for practical assistance outside their home, which reasonably fall within the scope of the job.
- Maintain regular contact with Residents Association representatives and attending occasional meetings when required.

- Undertake introductions with new residents following sign up. Give details of when you will be present on the estate, bin days, recycling and reporting repairs and any local events etc.

General

- To ensure that the service has a strong internal and external customer focus, with close liaison across all departments to ensure proper coordination of the service and excellent customer satisfaction
- Work as part of a Borough wide team and provide cover and assistance to other caretakers and on other patches when required.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- To maintain appropriate records to comply with statutory and service-wide reporting requirements on performance issues
- To ensure that all the stores and equipment provided to enable you to carry out your role are safely and securely stored and accounted for.
- Minimise waste and promote recycling/re-use wherever possible.
- Undertake any other reasonable duties within their capabilities and consistent with the scope of the post as required by line management.

3. DIMENSIONS:

The duties covered by this job relate to properties managed in distinct 'patches' covering on average 150 flatted block properties within defined areas working full time. These same duties may be covered part time in smaller patches where designated. For street properties where cleaning and some other duties do not apply, the patch numbers are correspondingly higher.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Caretaker
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

Selection Criteria	
A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications Basic numeracy, literacy, and IT skills</p>
C	<p>Skills; Experience and Attitude</p> <p>Personal Focus Efficient in use of time and works in a well-structured way.</p> <p>Performs effectively by keeping emotions under control, especially in stressful and tricky situations</p> <p>Shows commitment to working environment, colleagues, customers, and needs of the organisation, taking personal responsibility for personal improvement</p> <p>Business Focus Able to monitor and maintain suitable quantities of materials and stock for the performance of operational duties and ensure their security.</p> <p>Able to undertake safe manual handling with guidance, instructions, and appropriate training</p> <p>Able to inspect external areas, reporting faults/hazards (e.g. trip hazards) and take action to minimise risk.</p> <p>Able to provide basic information and advice appropriately to residents regarding queries or reports received or about services provided by RBKC</p>

	<p>Able to work to a structured routine and improvise to deal with problems as they occur.</p> <p>Able to write brief reports on accidents/incidents and able to complete weekly work logs of tasks undertaken effectively.</p> <p>Able to manage time effectively on site(s) to maximize productive work time</p> <p>Consistently works to a high standard of cleaning & caretaking and seeks to continually improve</p> <p>Full clean driving licence. Able to drive. (mobile staff only*)</p> <p>People Focus Listens, anticipates, and seeks to exceed the expectations and needs of our customers</p> <p>Builds and maintains good relationships with customers and colleagues</p> <p>Encourages the contribution of others and takes their views in to account</p> <p>An understanding of the challenges faced by vulnerable residents</p>
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border: 1px solid #00bcd4; border-radius: 10px; margin-bottom: 10px;"> PUTTING COMMUNITIES FIRST </div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective, and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included. • I can see how my views have been considered. • I can see improvements and developments based on my input.
E	<div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border: 1px solid #4caf50; border-radius: 10px; margin-bottom: 10px;"> RESPECT </div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

<p>F</p>	<div data-bbox="220 219 794 300" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border: 1px solid black; border-radius: 10px;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility, and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
<p>G</p>	<div data-bbox="220 730 746 810" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border: 1px solid black; border-radius: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other, and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities, and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.