



Job description

Job Title: Caretaker, Plymouth

Responsible To: Regional Housing Manager West

Purpose of post:

- To be Hastoe's eyes and ears on the scheme.
- To ensure that residents' requests and enquiries are dealt with promptly, efficiently and courteously.
- To deliver a good quality service.

The key areas of responsibility are:

1. Keeping the exterior of the scheme clean and tidy, including but not limited to:
 - Keeping bins effectively rotated to ensure that chutes do not become blocked and moving them ready for regular refuse collection.
 - Liaise with and monitor the performance of grounds maintenance contractors.
 - Litter picking as required.
2. Keeping the interior of the scheme clean and tidy, including but not limited to:
 - Hoovering all floor surfaces and stairwells as required.
 - Mopping and cleaning hard floor surfaces and stairwells as required.
 - Wiping down stair banisters, walls, windowsills, doors, skirting boards and other hard surfaces as required.
3. Keeping the communal grounds maintained, including but not limited to:
 - Grass cutting and edges.
 - Tending/pruning all shrubs, trees, plants and hedges.
 - Weeding of all areas including patio/terrace.



4. Assisting in the maintenance of the scheme, by:
 - Reporting repairs to the Customer Services team.
 - Liaising with surveyors and other Hastoe staff in the maintenance of the scheme.
 - Liaising with contractors to provide access to and information about the scheme.

5. Assisting in the delivery of services to residents by:
 - Introducing yourself to new residents.
 - Following up outstanding issues on their behalf by signposting them to other Hastoe teams or by liaising directly with other Hastoe teams.

6. Health and Safety:
 - Undertaking regular inspections of the scheme in accordance with our Fire Safety policy and procedures, keeping good records of inspections and checks and promptly reporting issues as necessary.
 - Undertaking regular tap flushing and temperature checks in accordance with the Legionella policy and procedure.
 - Reporting any hazards on the scheme promptly.
 - Using equipment in accordance with manufacturer's instructions at all times and promptly reporting any issues.
 - Assisting in gaining access to residents' properties by liaising with residents and advising them of the reasons required for access.
 - Ensuring that PPE is used as identified in your risk assessment and any safe systems of work.
 - Ensuring that any cleaning products or other chemicals or substances required as part of the role are used in accordance with the COSHH policy and procedure.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act always within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person Specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Health & Safety training.• Committed to undertake appropriate training.	<ul style="list-style-type: none">• First-aid training.• Health and safety Certificate.
Skills and Experience	<ul style="list-style-type: none">• Previous experience of delivering services directly to customers.• Previous experience of cleaning and general site management.• Some experience and knowledge of record keeping.• Experience of undertaking basic repairs using tools.• Experience in using Microsoft Office, e.g. sending and receiving emails, Word.	<ul style="list-style-type: none">• Previous caretaking experience.
Personal Attributes	<ul style="list-style-type: none">• Customer Inspired: A positive approach to customer service (for both internal and external customers).• Open and Transparent: Able to listen, learn and improve.• Professional: Able to take ownership of your actions and cope well under pressure.• Passionate: Able to go the extra mile to find solutions and meet deadlines.• Enterprising: Willing to seek new learning experiences.• Ability to deal with people in difficult situations with challenging behaviours.• Able to use own initiative and solve problems• Committed to the delivery of a quality service• To be able to work independently with minimum management supervision• To be proactive and to make decisions at short notice.• Able to deliver services as instructed.• Ability to follow procedures.• Ability to communicate effectively both verbally and in writing.• Good level of numeracy.• Ability to organise own workload and establish priorities.	



Physical Requirements	<ul style="list-style-type: none">• Able to undertake the tasks outlined in the job description with or without reasonable adjustments.	
Personal Circumstances	<ul style="list-style-type: none">• Able to travel occasionally to the Hastoe offices or training venues.• Full valid UK driving licence.	