



## Job description

**Job title:** Caretaker

**Responsible to:** Estate Services Manager

**Purpose of the post:**

- Maintaining the estate for which they are responsible.
  - Keeping the scheme clean and tidy.
  - Engage with residents and report any repairs for the communal areas.
- 

**Key areas of responsibility:**

1. Keeping the inside of the scheme clean and tidy; hoovering all floor surfaces and stairwells.
2. Moping and cleaning hard surfaces in the communal area and stairwells.
3. Wiping down banisters, walls, windowsills, doors, skirting boards and hard surfaces as required.
4. Keeping the external area clean and tidy.
5. Litter picking as required.
6. Keeping bins effectively rotated for regular refuse collection.
7. Monitoring grounds maintenance contractor performance and reporting any concerns to the Estate Services Manager.
8. Reporting repairs on communal areas to Customer Services.
9. Liaising with Hastoe colleagues and contractors for repairs on the scheme.
10. Providing contractors with access to and information about the scheme.
11. Being the resident's main point of contact for the estate and signposting residents to other Hastoe teams where necessary; liaising directly with these teams where needed in behalf of more vulnerable residents.



12. Undertaking regular inspections of the scheme in line with Hastoe's Fire Safety Policy and procedure, ensuring that any issues are reported promptly.
13. Undertaking and reporting any legionella flushes and temperature checks in accordance with the Legionella Policy and Procedure.
14. Reporting any hazards on the scheme promptly.
15. Using any equipment in accordance with the manufacturer's instructions at all times and promptly reporting any issues with equipment.
16. Ensuring that cleaning products, other chemicals or substances are stored in accordance with (Control of Substances Hazardous to Health) COSHH Policy and Procedure.

### **Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times 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                                                                                                      |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Education and training</b> | <ul style="list-style-type: none"><li>• Ability to communicate effectively both verbally and in writing.</li><li>• Good level of numeracy.</li><li>• Health &amp; safety awareness.</li><li>• Committed to undertake appropriate training.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"><li>• First-aid training.</li><li>• Health and safety Certificate.</li></ul> |
| <b>Skills and experience</b>  | <ul style="list-style-type: none"><li>• Previous experience of delivering services directly to customers.</li><li>• Previous experience of cleaning and general site management.</li><li>• Ability to communicate effectively with a wide range of customers</li><li>• Ability to organise own workload and establish priorities. Some experience and knowledge of record keeping</li><li>• Experience in using Microsoft Office, e.g. sending and receiving emails, Word.</li></ul>                                                                                                                                                                           | <ul style="list-style-type: none"><li>• Previous caretaking experience.</li></ul>                              |
| <b>Personal qualities</b>     | <ul style="list-style-type: none"><li>• <b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li><li>• <b>Open and Transparent:</b> Able to listen, learn and improve.</li><li>• <b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li><li>• <b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li><li>• <b>Enterprising:</b> Willing to seek new learning experiences.</li><li>• Excellent attention to detail.</li><li>• Able to organise and prioritise own workload.</li><li>• Able to work as part of a team.</li></ul> |                                                                                                                |
| <b>Personal Circumstances</b> | <ul style="list-style-type: none"><li>• Able to travel occasionally to Hastoe offices or training venues.</li><li>• Car driver with access to a car.</li><li>• Valid UK driving licence.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                |