Housing Caretaker

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Housing Caretaker	
Department: Housing Operations	**Section: Housing & Employability**
Reports to: Senior Caretaker	**Grade: 4**
Position Number: HE3720	**Gauge Reference: A7586**

2. JOB PURPOSE

To provide a Caretaking Service to the tenants and residents of West Dunbartonshire Council, ensuring that council housing stock is kept to a satisfactory standard and facilities are available at agreed core opening times and that responses are made to service requests from internal and external customers.

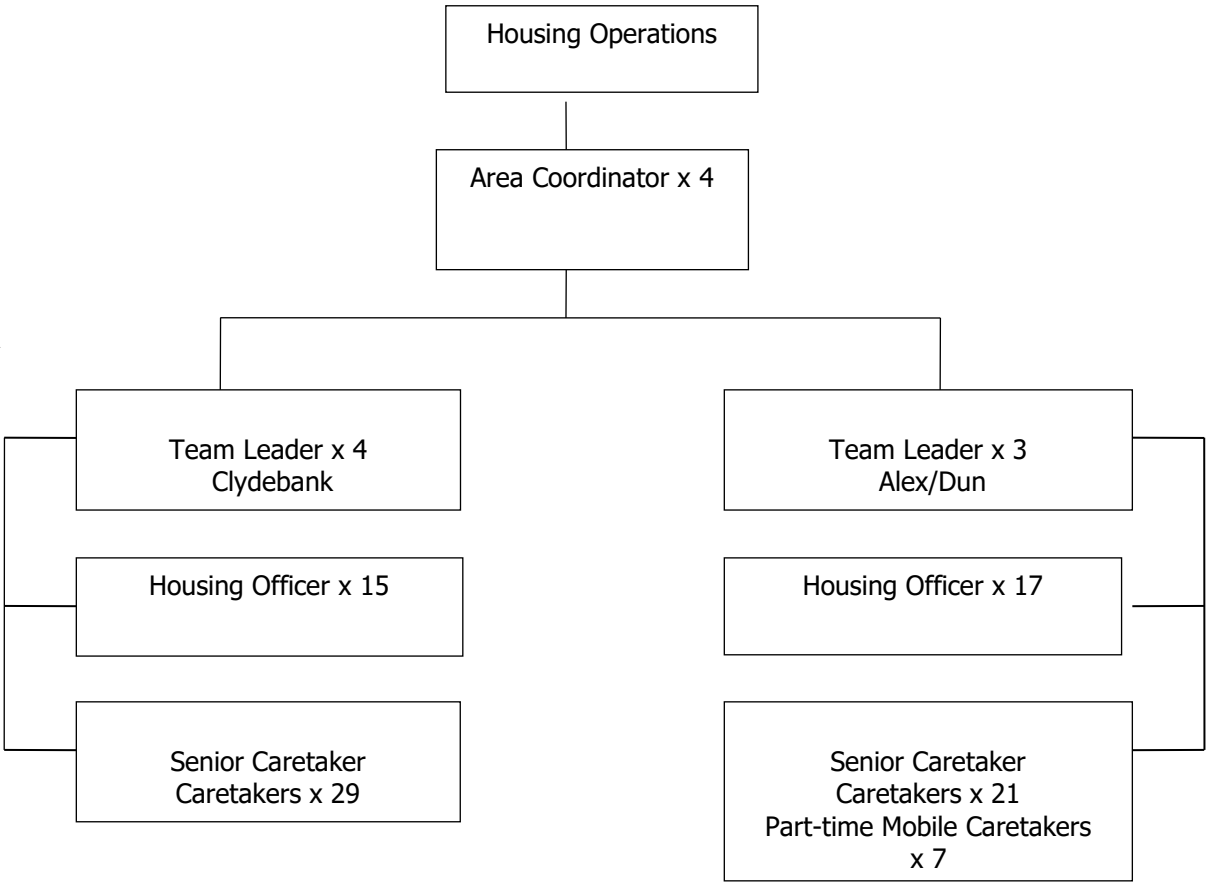
3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget: No budgetary holding

Staffing Direct: None

Staffing Indirect: None

4. ORGANISATIONAL CHART



5. ROLE OF DEPARTMENT/SECTION

Caretaking Services form part of the Housing Operations section within Housing and Employability. As a responsible Social Landlord, the section is obliged to provide effective management of its housing stock, ensuring that tenants adhere to the obligations contained within the missive and that communal areas, estates and HRA stock are maintained to a high level. The Caretaking Service works closely with their Housing Operations colleagues and other services to ensure that overall service delivery meets the criteria as set.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

The Caretakers' key activities include maintaining the security, safety, cleanliness and maintenance within all the Council's housing communal areas and estates. Under the direction of the Senior Caretaker, the caretaking teams are responsible for the planned cleaning of designated areas, picking up litter, ensuring that areas are free of hazards and obstruction, this can include the removal of bags of rubbish, uplift and removal of bulky items and opening and preparation of bin areas.

Having the ability to drive a council supplied vehicle is beneficial to this role as operatives will be required to assist throughout all localities in West Dunbartonshire Council, which will include the uplift and removal of rubbish within HRA estates and communal HRA housing areas.

The successful outcome is the creation of safe, clean and desirable neighbourhoods where people want to live.

7. PROBLEM SOLVING

Predominately the post holder will work to resolve problems within our HRA Housing estates, stock and Multi-storey flats. This will include the post holder. using their initiative and independence by working more autonomously, to respond to potential fire risks or dealing with specific areas of cleaning and removal of bags of rubbish, bulky items hazards and obstructions in an efficient and timeously manner.

8. PLANNING

The postholder will work to set service processes and procedures; however they will be expected to use their own initiative and independence to manage arising issues. The post holder will have the support of a Senior Caretaker when additional guidance is required.

The Senior Caretaker will assign pre-assigned work plans/duties to the post holder ensuring these are timeously dealt with.

9. ASSIGNMENT AND REVIEW OF WORK

The postholder can work as part of a team, or in isolation and will report directly to the Senior Caretaker and other senior officers in their designated service group with whom annual objectives are jointly agreed and reviewed in the PDP.

The postholder will have day to day supervision via their Senior Caretakers who will support them in facilitating problem solving at a higher level. However, it is recognised that the post holder will also be required to use their own initiative and independence to manage arising issues.

Annual objectives will be agreed with the Team Leader through the PDP process.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

The development of effective working relationships is critical to the delivery of key outcomes of this role. The postholder will have contact with a wide range of stakeholders both internally and externally.

Internal communications and working relationships:

The post holder will liaise with a variety of other teams and services in order to work collectively to deliver safe, clean and desirable neighbourhoods, providing information and support as necessary to achieve this.

External communications and working relationships:

The post holder will have contact with external agencies and contractors in receiving and providing information and providing advice and guidance as necessary.

11. DECISION MAKING

The postholder operates within a framework of agreed objectives, policies and procedures however; the postholder is expected to progress the work as appropriate, using their initiative to resolve problems. Senior officers will be available to deal with any contentious issues that may arise.

12. MOST CHALLENGING PART OF THE JOB

The postholder will be expected to effectively meet the conflicting demands of the service users and will prioritise workstreams to ensure timeous completion, ensuring any potential fire risks, hazards or obstructions are responded to timeously. The working environment can be extremely challenging and the council will at all times endeavour to ensure that the postholder will work in a safe and stress free environment.

Health and Safety will be at the forefront of all decision making related to this area of work.

13. GENERAL

Disclosure/PVG membership: Not applicable.

Politically Restricted Post: No.

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

No mandatory training required.

Post Descriptor Prepared by: **Housing Operations Manager**
Date: Feb 2023

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
None	National 4 or Standard Grade English
	An ability to understand basic written instructions and provide basic reports.
	Full UK driving licence
Training	
No specific training as relevant training will be provided on the job.	Any relevant re / training programme related to caretaking / janitorial work.
Experience	
Experience of cleaning public buildings	Experience of working in socially rented housing stock.
	Experience of working with the public
	Experience of dealing with challenging situations
	Experience of working a demanding environment
	Knowledge of COSHH regulations
	Understanding and commitment to provide quality services to tenants.
	An ability to drive a council supplied vehicle (Not HGV)
Knowledge and Skill	
An ability to work in a challenging and physically demanding and unpleasant environment.	
An ability to traverse multiple flights of stairs	
An ability to work on own initiative.	
An ability to drive a council supplied vehicle	
Disposition	
An ability to deal with bodily fluids and other unpleasant spills as well as removal of human and dog waste.	
To work unsupervised for certain periods of time.	
Availability to work when required out-of-normal hours and at weekends.	