Job Description

Job title	Caretaker
Profession	Property Maintenance & Technical Assurance
Band	F
Directorate	CCO Customer
Accountable to	Maintenance Manager

Job Purpose:

The role will provide a caretaking and minor repairs service including cleaning and grounds maintenance, where required. Respond to requests from Locality Officers and Property Services teams. Ensure that estates are kept in good order and provide an environment where our customers are happy to live.

The role will liaise between customers, internal and external stakeholders, Customer and Neighbourhood teams and Property Service teams to ensure a high level of customer service is provided, and a professional service is delivered.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Maintenance Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Manage and carry out a programme of routine inspections and maintenance of internal and external communal areas across estates, housing for older persons properties, and communal buildings, including parking areas, landscaped grounds, and management of external and internal communal storage areas.
- Proactively inspect properties and undertake minor repairs where appropriate.
    - Raise work orders for repairs and maintenance that fall under the responsibility of Property Services Locality teams or specialist contractors.
    - Minor works are to include joinery, plumbing (non-qualified jobs such as unblocking sinks/toilets etc), removal of fly tipping, internal painting, graffiti removal, cleaning, grounds maintenance and offering a general repairs and maintenance service as directed by the Maintenance Manager.
    - Ensure compliance with control of substances hazardous to health (COSHH) requirements, including maintaining up-to-date COSHH data sheets for all materials and cleaning products used in the caretaker service. Promote environmentally friendly initiatives and ensure general, recycled and confidential waste is managed effectively.
- Ensure that all communal areas comply with fire risk assessment action plans, report updates to the Housing team and assist in completing fire risk assessments.

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- Assist in security arrangements by testing fire alarms, changing locks and managing keys, door codes etc.
- Manage storage areas within the communal areas of buildings, maintaining effective use of space and ensuring compliance with fire risk assessments and general health and safety.
- Answer enquiries on estate matters from customers and refer to the relevant Locality Officer or Maintenance Manager where appropriate.
- Assist in monitoring vacant properties in line with the empty homes process.
- Report any abandoned vehicles to the relevant officer and to undertake any action as directed (including issuing appropriate notices etc.).
- Inspect and maintain the cleanliness and tidiness of communal grounds and bin areas, including cleaning and litter-picking where required. Carry out and record audits of scheme cleaning and grounds maintenance, raising any concerns with the relevant contract manager and following up to ensure all agreed actions are completed.
- Identify any neighbourhood nuisance, anti-social behaviour, safeguarding issues and report to the relevant Locality Officer.
- Maintain accurate records on all appropriate systems to include provision of before and after images, detailed and comprehensive notes to support Customer and Neighbourhood teams and Property Services Locality teams. Maintain accurate time keeping through the use of Total Mobile.
- Ensure van stock usage is accurately recorded against work orders and maintain appropriate van stock levels by attending replenishment appointments as required.
- Ensure that the service has a strong internal and external customer focus, with close liaison across all departments to ensure effective co-ordination of the caretaker service and excellent customer satisfaction.

General

- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives
- Continuously seek realistic ways to improve efficiency and effectiveness in your role, to help the department, and SNG, achieve its goals.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.

Knowledge, Skills and Experience:

Essential

- Experience of working with and providing a high standard of service to members of the public.

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- Strong communication and relationship-building skills.
- Ability to work effectively with colleagues, contractors, and other stakeholders.
- Customer-focused, with a commitment to delivering excellent customer service.
- Ability to use mobile technology, such as tablets and handheld devices (PDAs).
- Experience of undertaking minor repairs and decoration.
- Willingness to undertake training as required.
- Ability to adapt to changing priorities and new situations.
- Prepared to work flexibly in response to the requirements of the role.
- Ability to liaise effectively with other agencies, contractors, and internal departments.
- Full driving licence (where required).

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	**Job code**	**Author**	**Date created/modified**	**Effective date**
1.0	1421	Simon Gray	03/2023	
2.0	5110	Rebranded / Charles Culling	11/2026	11/2026

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