Job profile

Grade C

Group: Housing Environment & Healthy Communities
Service: Locality Services and Housing Options – Multi Storey Team
Location: Eslington Court (Subject to internal move of existing Caretaker to Lough)
Line Manager: Multi Storey Housing Manager, Karen Bell
Car User Status: N/A

Job Purpose

To help create and maintain a clean, attractive and safe place to live in multi-storey blocks.

The key roles of this post will include:

1. To provide a high standard of cleanliness within multi-storey blocks to the published service standard.

2. To carry out compliance checks to support the Council's requirements in relation to Health and Safety and Fire Safety of the building.

3. To play a key role in ensuring the security of the building and surrounding areas. Reporting any evidence of antisocial behaviour in the block and surrounding area. Initiating action to deal with vandalism or emergency situations and contact the appropriate services.

4. To report repairs and maintenance required to communal and external areas to the appropriate services.

5. To carry out minor repairs e.g. changing light bulbs and redecoration, e.g. paint over graffiti when required.

6. To undertake routine manual handling skills, including the rotation of refuse bins.

7. To verify credentials of official visitors such as those making deliveries or acting on behalf of public utilities, Gateshead Council or TGHC.

8. To accompany Neighbourhood Housing Officer on new visits and accompanied viewings when required.

9. To carry out visits to new tenants advising them of relevant information about their block, the role of the caretaker, including the services they can provide.

10. To have responsibility for enhancing grounds maintenance provided by other agencies including litter picking external areas of the block, footpaths and gullies.

11. To work closely with other Council sections and external agencies to achieve a clean, attractive and safe place to live in multi-storey blocks.

12. To work on a rota system to provide an out-of-hours emergency callout service for a number of multi-storey blocks.

13. To provide a first point of contact for residents and visitors and be able to deal with queries or signpost to the appropriate service.

14. Such other responsibilities allocated which are appropriate to the grade of the post.

Knowledge & Qualifications

Essential:

Knowledge

- A good understanding of equality and diversity within the work environment

Experience

- Experience of delivering good Customer service
- Experience of working alone with minimal supervision and use own initiative
- Experience of working unsupervised
- Experience of effective communication skills
- Experience of liaising with internal and external agencies
- Experience of problem solving

Qualifications

- 5 GCSE's or equivalent at Grade 4 / C or above (including Maths and English) or equivalent or relevant demonstrable experience

Desirable:

Knowledge

- Knowledge of identifying health and safety issues

Experience

- Experience of using handyman and DIY skills
- Experience of grounds maintenance
- Experience of working as part of a diverse and inclusive workforce

Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Problem solving.

Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements

Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.

Organisation

Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective

Resilient

Flexibility   Adapts to change and works effectively in a
                                   variety of situations

Learning and Development   Actively improves by developing and applying
                                   new skills and knowledge and learns from past
                                   experiences