L&Q Group

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| **Role title** | Caretaker | | | | | | | **Date** | | 22.02.24 | |
| **Reports to Title** | Supervisor (Neighbourhoods) | | | | | | | **Version** | | 2 | |
| **Grade** | 2 | | | | | | | | | | |
| **Role Persona** | Site Based | | | | | | | | | | |
| **DBS Disclosure Required:** | **Yes** | **Y** | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| This role takes ownership for delivering a high-quality Caretaking service for relevant schemes, estates and homes across the Group meeting required standards and always working to increase resident satisfaction. Key Responsibilities are to deliver cleaning, building safety services and property and site inspections, collaborating with the Estate Services, Neighbourhood and Property Service teams to ensure residents can enjoy safe, clean, and welcoming communal spaces. Always ensuring the Group values are evidenced whilst delivering a consistent, reliable, repeatable service. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values.   Deliver excellent Caretaking services in line with the customer promise whilst always demonstrating L&Q values. | | | | | | | | | | | 5% |
| 1. Strategy/ achieving objectives.   Ensuring a high standard of service delivery in line with all SLA's effectively meeting all objectives.  Ensuring communal spaces are always free of bulk, utilising TORT notices and following ICA processes to ensure compliance with fire safety including bin stores and intake cupboards.  Minor repairs, such as lock changes, ease/adjust, erecting notice boards and making good,  Working with colleagues within the service and across departments to provide a high quality, efficient service to customers. | | | | | | | | | | | 66% |
| 1. Working with others – internal   Work alongside all teams promoting positive relationships that help to problem solve and increase resident satisfaction.  Respond to customer feedback in a way that effectively communicates L&Q values. | | | | | | | | | | | 10% |
| 1. Working with others – external   Respond to all enquiries from external stakeholders professionally, ensuring issues are escalated as appropriate, and in a timely manner. | | | | | | | | | | | 2% |
| 1. Budgetary responsibility   Ensuring that all equipment, tools, and consumables are maximised efficiently to ensure VfM for the customer and business. | | | | | | | | | | | 2% |
| 1. Compliance  * Always wear full uniform and PPE. * Always following safe systems of work following all Risk Assessments and Method statements * Processing of ICA issuing TORT notices and ensuring communal spaces are free of bulk, ensuring fire safety and reporting or removing potential hazards as appropriate. * Reporting any accidents, incidents or near misses immediately * Ensuring you are up to date with all mandatory training requirements. * Work with L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk. * Embed and promote L&Q vision and values throughout the service by ensuring behaviours are in line with policies and procedures. * Ensure all working practices always align with L&Q policies and procedures. | | | | | | | | | | | 5% |
| 1. Records and systems   Follow all systems that record workflow to effectively evidence SLA and standards being met.  Ensure all obligations within I-Safe and I-Learn are completed to deadline. | | | | | | | | | | | 5% |
| 1. Risks   Follow all protocols, policies and procedures in place that protect risk to the business and customers. Follow safe systems of work and immediately escalate any concerns or risks to your line manager.  Deliver allocated FRA actions within properties as necessary. | | | | | | | | | | | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
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| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | |
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| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications (please note whether it is essential or desirable) | | | |
| * Strong collaboration capabilities to respond and support the Caretaking, Estate Management and Housing Team's to deliver day to day activities. **- Essential** | * Good written and verbal communication over a variety of channels. **- Essential** | | |
| * Relevant practical experience of delivering excellent Customer Service in frontline face to face environment. **-** **Essential** | * Ability to use basic hand and power tools to carry out minor communal repairs/decoration. **- Desirable** | | |
| * Knowledge of COSHH and H&S practices. **- Essential** | * Confidence lone working with an understanding of risks and methods for keeping safe. **- Essential** | | |
| * Interpersonal skills with ability to challenge and empathetically support residents, escalating issues where necessary and appropriate **- Essential** | * Responsibility for ensuring customers receive VfM by having skill to be efficient with tools, consumables, and time. **- Essential** | | |
| * Confidence with operating mobile devices to record workflow and understanding of lone working practices**- Essential** | * Experience of working responsively with emerging needs with the ability to think clearly in times of stress, especially when formulating a solution to a pressing problem **– Essential** | | |
| * Experience working in a team environment that delivers to targets, with the ability to also use own initiative - **Essential.** | * Knowledge of Adult and Children Safeguarding principles and types of abuse. **- Essential** | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |