

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: select from drop down

JOB TITLE: **Neighbourhood Caretaker**

ROLE PROFILE

Job Title:	Neighbourhood Caretaker
Directorate:	Housing
Division:	select from drop down
Grade:	Grade 5
Hours (per week):	36
Reports to:	Estates and Environmental Services Team Manager
Responsible for:	No managerial responsibility
Role Purpose and Role Dimensions:	<p>As a member of the Estates and Environmental Services Team, you will be responsible for providing a high quality, responsive and customer focused caretaking service.</p> <p>To ensure that the cleaning of housing properties meets or exceeds the agreed standards and frequencies to all internal areas.</p> <p>As directed by the Estates and Environmental Services Team Manager, to carry out the cleaning of external communal areas.</p> <p>Carry out effective secondary monitoring of estate services received by Housing, such as Veolia and Grounds Maintenance.</p>
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Key resident contacts, Veolia (Streetscene), Veolia operators, Grounds maintenance, Repairs service, Utility companies
Key Internal Contacts:	Tenancy team, Contract Inspectors, Neighbourhood Safety Officers, Handyperson service, Anti-Social Behaviour team

Financial Dimensions:	No financial responsibilities
Key Areas for Decision Making:	Secondary monitoring of contractors, Repair reporting, Reporting Anti-Social Behaviour, Reporting vulnerable residents
Other Considerations:	<ul style="list-style-type: none"> • Be able to work at weekends as and when required • An advantage to hold a clean driving license

Is a satisfactory disclosure and barring check required? **No**
[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted **No**
[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#) **Yes**

Key Accountabilities and Result Areas:

To carry out cleaning duties to all internal areas of council owned flats and marionettes, including bin chambers and to report on any Health & Safety issues

Key Elements:

This will involve:

- Using appropriate equipment and cleaning products to ensure cleaning meets or exceeds the agreed enhanced cleaning standards and frequencies
- To ensure that all chutes are kept clear, and blockages

are cleared promptly, and if unable to clear blockage it is reported to the repair's contractor

- Ensure all bin chambers and areas are cleaned and maintained to the agreed standard and that bins are rotated.
- To wash food-waste bins as required.
- To wash communal household rubbish bins as required.
- To use cleaning machinery as required.
- Participate in deep cleaning of blocks as required
- Keep all internal areas free from graffiti by either removing or reporting to the repairs contractor.
- Cut away/remove shrubs/foliage from sites as and when required.
- Ensure all communal areas are kept free of bulk rubbish
- Carry out weekly inspections of lights/lamps and replace as required.
- Ensure the safety and maintenance of the council's cleaning equipment, and take all possible steps to prevent loss, theft or damage
- To carry out regular Health & Safety inspections and workplace inspections as required by the Estates and Environmental Services Team Manager
- Report abandoned vehicles, vandalism, dog fouling (take out and clear as part of daily duties?) and fly tipping to the appropriate service for prompt action.
- Attend estate inspections or

- other site visits as required
- To report Anti-Social Behaviour to the relevant team.
- To report concerns about vulnerable residents to the relevant team.
- Visit all new tenants to explain arrangements for the disposal of domestic refuse.

As directed by the Estates and Environmental Services Team Manager, to carry out the cleaning of external communal areas.

This will involve:

- To undertake Health & Safety cleaning duties (including clearing dog fouling) outside of the scheduled visits by the estate cleaning contractor
- To undertake other communal cleaning duties as directed.

To carry out effective secondary monitoring of estate services received by Tenancy and Caretaking i.e. Streetscene, grounds maintenance, window cleaning and communal repairs

This will involve:

- Undertaking regular patrols to ensure that contracted services are being provided to the agreed standards and to report any concerns on performance to the Estates and Environmental Services Team Manager.
- To report on environmental issues and report to the appropriate department for prompt action.
- Report on all communal repairs and monitor for their completion.
- To check for any suspected abandoned properties and to report to the Estates and Environmental Services Team Manager.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Neighbourhood Caretaker (Housing, Estates and Environmental Services)
Essential knowledge:	An understanding of Health & safety requirements relating to COSHH and Risk Assessment
Essential skills and abilities:	<ul style="list-style-type: none">• Customer Care – responds positively and politely to people seeking services• Taking Responsibility – takes personal responsibility for dealing with issues, helping colleagues deal with problems and anticipating the impact of own actions on service users• Diversity - demonstrates an understanding of equalities and diversity issues and how they relate to the Caretaking Service.• Communication – understands information and communicates clearly, concisely and effectively in a friendly and approachable manner with residents and colleagues.• Team Working - able to work effectively with others, co-operates with colleagues, sensitive to people's needs and helps the team achieve its goals• Physical Ability – able to perform the physical tasks required for this post, including lifting heavy weights and working with industrial cleaning materials and equipment
Essential experience:	<ul style="list-style-type: none">• Experience of working with the public in a service delivery environment• Experience of carrying out basic cleaning tasks
Special conditions:	<p>Transport – some Neighbourhood Caretaker patches carry an Essential Car User Allowance and require the post holder to be able to get around the Borough in order to carry out their duties (including travel between housing estates). For these posts you will be expected to provide transport for work or have access to transport in order to be able to fulfil the requirements of the post.</p> <p>Post holders who possess a full licence and who are in receipt of an Essential Car User Allowance will be required to take the Council's driving test and drive a Council vehicle (i.e. van) to deliver stores & cleaning materials/equipment to colleagues as required.</p> <p>Some patches do not require the post holder to be a driver. However, if travel is necessary, you will be reimbursed for any cost incurred whilst using public transport.</p>

Competencies

These are the competencies for Officer level roles.
To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First	Respects and engages with customers, listening actively and calmly, no matter what their situation, keeping their own emotions in check. Manages and resolves customers' issues in a timely-way and pragmatic way, taking account of appropriate legislation and follows-up to a conclusion. Is open and honest with customers about how their problems will be dealt with.
We Deliver Effective Service	Prioritises and organises self to make the best use of time and resources. Has a 'can do' attitude, delivering what they say they will to a high standard. Solves problems in a resourceful way, overcoming obstacles. Solves problems effectively, involving others when necessary. Makes sound decisions, following correct processes and using data.
We Adapt and Change	Demonstrates personal adaptability, is open to and remains constructive in time of change. Looks for better ways to do things, suggests improvements. Learns lessons from feedback and mistakes. Keen to develop themselves. Resilient and manages pressure effectively.
We Collaborate Constructively	Understands impact of own actions on others and manages these effectively. Builds good relationships within own team and with other departments who can help solve customers' problems. Knows what other teams do, who to go to for information, and shares resources and information to get the best outcome. Considerate to colleagues, treats people fairly and inclusively, irrespective of their background or experience.

