

JOB DESCRIPTION

1. JOB DETAILS

JOB TITLE	Community Caretaker
REPORTS TO	Neighbourhood Manager
DIRECT REPORTS	None
TEAM	Neighbourhood Services
LOCATION	Various Neighbourhoods
SALARY DETAILS	£8.45 Per Hour

2. PURPOSE

To provide a community caretaker service to include communal areas, refuse areas and the surrounding environments of properties and housing complexes throughout the area within which Cartrefi Conwy operates and providing an organisational presence to ensure general security and peace of mind for residents.

3. DIMENSIONS (Scale & Diversity of Role)

The post will work within a number of complexes and blocks of flats, including surrounding areas such as gardens, pathways, car parks, storage areas and communal lounges.

The typical client profile this service is provided to include families, single occupancy, the elderly and vulnerable tenants.

4. MAIN ACCOUNTABILITIES

To check the buildings and surrounding areas for any visible problems for example defective lighting, potential hazards (health and safety) and fly tipping, in order to ensure that any problems are reported to the relevant department and Neighbourhood Co-ordinator.

To check CCTV cameras if applicable for any reported incidents, anti social behaviour, vandalism and perform a maintenance check in order to ensure that cameras are working correctly.

To perform comprehensive cleaning of all communal areas including stairways and refuse areas being mindful of health and safety matters in order to maintain a clean and safe living environment for residents.

To perform fire alarm system tests, reset and clear down alarm systems, to ensure that all fire alarm systems are working correctly and maintain records and seek appropriate remedial actions accordingly.

To carry out garden maintenance in communal areas where required, for example grass cutting, strimming and weed killing when necessary.

To ensure wheelie bins are in place for refuse collection and return to bin compounds or areas as necessary.

To liaise with tenants on tenancy conditions and other issues which may include such things as fly tipping, anti social behaviour and act as a contact point between other agencies or teams within

Cartrefi Conwy when necessary.

5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.

To contribute to community involvement and tenant participation activities as required.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- The associations principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required.

6. WORK CONTEXT

This role will be carried out in Cartrefi Conwy's neighbourhoods, with some requirement to travel locally within the area within which Cartrefi Conwy operates in indoor and outdoor environments in all weather conditions. The use of various cleansing equipment and materials is necessary to clean effectively; this may include cleaning up of human and animal waste. The use of appropriate gardening equipment is also necessary for example lawn mowers and strimmers.

7. AUTONOMY AND DECISION-MAKING

The post holder has some freedom to plan the order of activities within the day according to priorities.

The post holder is expected to comply with all policy and procedures and health and safety regulations and is expected to refer to the Neighbourhood Manager for advice and guidance on the consistent and safe application of these and would typically refer unresolved matters with tenants (such as tenancy breaches) to the Neighbourhood Coordinator.

8. COMMUNICATIONS (the main communications within the post)

INTERNAL	Weekly- with the Neighbourhood Coordinator to discuss any problems identified in the neighbourhood and the Customer Contact Centre to report repairs. Typically communication is verbal either face to face or via the telephone.
EXTERNAL	Daily- face to face with tenants or residents in the community to deal with enquiries and or enforce tenancy conditions. Less frequently with other organisations such as the Local Authority with regard to missed or late refuse collection and fly tipping or the Police to gain access to CCTV or with the Fire alarm or CCTV companies to arrange

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| maintenance or report faults.

9. AREAS OF COMPLEXITY

Meeting the expectations of tenants and residents may present some complexity to this post as their aspirations are not always aligned with the resources and capabilities of Cartrefi Conwy.

10. AGREEMENT

Job Holders' Signature:

Date:

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Line Managers' Signature:

Date:

Person Specification

COMMUNITY CARETAKER

The Community Caretaker will be self disciplined and able to consistently maintain quality of service and standards to our communities. They will have the ability to deal with routine tasks and work within specific guidelines, they will also be hardworking, methodical and persistent in order to see tasks through to conclusion. They will have a friendly approach and the ability to communicate in a thorough and factual manner. In addition they will be patient, amiable and accommodating with the ability to persuade others.

KNOWLEDGE & EXPERIENCE	Essential / Desirable	How this will be assessed
Experience of working directly with customers to meet their needs by direct delivery or referral	Essential	Application / Interview
Experience of grounds maintenance (grass cutting, weeding etc)	Essential	Application / Interview
Experience of cleaning and maintaining standards	Essential	Application / Interview
Knowledge of H&S principles (i.e. manual handling, Control of Substances Hazardous to Health, use of Personal Protective Equipment, Fire Awareness, Accident and Incident reporting)	Desirable	Application / Interview
An understanding of the nature of the social Landlord Tenant relationship	Desirable	Application / Interview

SKILLS	Essential / Desirable	How this will be assessed
Numeracy & Literacy (English)	Essential	Application / In tray exercise
Initiative (to work unsupervised)	Essential	Application / Interview
Planning and prioritising (of tasks)	Essential	In tray exercise
Ability to drive*	Essential	Application/ Certification
Welsh Language Skills	Desirable	Application/ Interview

CORE CARTREFI

Customer service skills and customer focused	Essential	Application / Interview
Ability to collaborate & work effectively in teams	Essential	Application / Interview
Decision making & problem solving skills	Essential	Application / Interview
Focus on continuous improvements	Essential	Application / Interview
Effective communication skills	Essential	Application / Interview
Upholds and demonstrates leadership qualities	Essential	Application / Interview
Successfully delivers results	Essential	Application / Interview

Cartrefi Conwy are committed to Equality and Diversity in our activities

*** Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.**