

GEDLING HOMES JOB PROFILE

TITLE: Caretaker

ROLE: To undertake environmental maintenance services that are aimed to achieve a high quality environment to buildings, estates and land owned or managed by Gedling Homes.

KEY ACCOUNTABILITIES:

1. To undertake environmental and common area maintenance and cleaning in order to achieve a high quality environment to sites managed by Gedling Homes.
2. To undertake common area gardening work and other contractor services for Gedling Homes clients.
3. To maintain a safe, clean environment by the removal of fly tipping, graffiti and the like for residents of Gedling Homes.
4. To operate consistently in a customer focused manner including engaging with residents.
5. To operate vehicles and relevant equipment consistent with the role, exercise appropriate responsibility and observe health and safety requirements at work.
6. To be a proactive member of the team. Continually seek to improve and develop own skills and performance of the team. To operate within and comply with Gedling Homes policies and values at all times.

TRAINING AND DEVELOPMENT PROFILE

- Manual handling
- General maintenance/caretaker experience
- Health and safety awareness
- Customer care
- B.I.C.S cleaning operatives proficiency certificate or NVQ in cleaning building interiors
- Dealing with violence and aggression
- Team Work
- Operating and driving sweeping machine
- Proficiency certificate in the use of gardening equipment
- First Aid
- LGV driver training (limited number)
- Dealing with stress
- C.O.S.H.H assessments
- Risk assessments
- Drugs awareness
- Power washing

BEHAVIOURS

Manages Expectations
Genuinely Cares
Values Differences
Builds Trust and empathy
Enjoys work
Thinks innovatively
Challenges and learns
Makes things happen

KEY WORK OBJECTIVES

No	Objectives
1	<p>Environmental Maintenance</p> <ul style="list-style-type: none"> • Undertake minor works to sites owned and managed by Gedling Homes. • Follow the weekly schedule, record visits to all sites and take part in a review process for sites managed by Gedling Homes, including the reporting of defects not covered by pre determined schedules. • Carry out common areas repairs and clearance in timescales specified. • Carry out common area landscaping works as directed. • Monitor grounds maintenance services provided by external parties.
2	<p>Gardening Services</p> <ul style="list-style-type: none"> • Undertake the gardening services to clients of Gedling Homes. • Undertake Handy Man repairs to clients of Gedling Homes.
3	<p>Responsive Works</p> <ul style="list-style-type: none"> • Remove fly tipping and graffiti in timescales specified. • Carry out emergency works in timescales specified.
4	<p>Customer Focus</p> <ul style="list-style-type: none"> • Undertake all works in a customer focused manner. • Represent Gedling Homes in a professional manner whilst undertaking all duties. • Feedback to residents following completion of environmental or other works. • Log and maintain contact with residents and residents groups.
5	<p>Maintaining Vehicle and Plant</p> <ul style="list-style-type: none"> • Maintain all vehicle records as required by Gedling Homes undertake training and take responsibility for the setting up and use of all equipment in line with procedures and in accordance with risk assessments.
6	<p>Team Involvement</p> <ul style="list-style-type: none"> • To develop, implement continual improvement practices and ensure that areas of responsibility operate in a manner that accords with the appropriate statutory guidelines and Gedling Homes policies and procedures and values.