



JOB DESCRIPTION

JOB TITLE: Estate Caretaker

Main Objectives of Post

- ❖ The provision of a high quality and responsive estate caretaking service;
- ❖ Contribute to the cleaning and maintenance of properties
- ❖ Ensure high standards in working practices.
- ❖ To provide good customer service in the delivery of the estate caretaking service
- ❖ Other duties in keeping with the role of Minor Repairs Operative and the Association's work.

Principal Duties

1. To provide a high quality and responsive estate caretaking service

Garden Maintenance

- Maintain open space and communal grassed areas.
- Maintain gardens on the garden maintenance list.
- Attend to environmental maintenance i.e. pesticide spraying, tree felling and pruning.

Cleaning

- Clean backcourt, bin areas and paved areas
- Clean and maintain all landscaped areas including slabs, surrounds, and parking areas.
- Lift bulk items and debris to maintain communal areas and the local environment.
- De-litter communal areas and the local area
- Attend to graffiti removal.

- Clean and wash closes, stairs, windows in the delivery of the close cleaning service

General

- Carry out property inspections as directed by the Chargehand Estate Caretaker
- Delivery publications and other correspondence to tenants and owner-occupiers
- Liaise with Housing Management / Maintenance staff to attend to estate management / environmental maintenance works or any other duties commensurate with the role of Estate Caretaker.

2. To contribute to the cleaning and maintenance of properties

- Attend to clear out of empty houses and disposal of items.
- Provide labouring services to assist the maintenance service.
- Attend to minor environmental maintenance e.g. fence repairs, slabs, clothes poles, etc as directed by the Maintenance Officer
- Attend to the cleaning of empty houses to prepare them for viewing and occupancy by the new tenant.

3. Ensure high standards of working practices

- Provide direction and guidance to trainees, apprentices and volunteers in the estate caretaking service.
- Ensure all items of plant, equipment and tools for the estate caretaking service is maintained in good order.
- Keep the store clean and tidy for access and storage of plant and equipment.
- Ensure compliance and a good awareness of health & safety including risk assessments to mitigate any accidents or incidents in the delivery of the estate caretaking service.
- Attend to record keeping to demonstrate compliance, performance or health safety in the delivery of the estate caretaking service
- Attend training to develop your qualifications, skills and knowledge to enhance the delivery of the estate caretaking service.

4. To provide good customer service in the delivery of the estate caretaking service

- Ensure the confidentiality of all information which he/she comes into contact with in the course of his/her employment
- Meet customer expectations in accordance with service requirements.
- Provide accurate and timely information on progress to customers with advice that is easily understood.
- Be courteous and professional to all tenants and other customers in receipt of the estate caretaking service.
- Update daily work records so that accurate records of completed jobs is achieved.

5 Other duties in keeping with the role of Estate Caretaker and the Association's work.

- To drive the Association's tipper vehicles
- Positively contribute to the achievement of Organisational aims and Team's Contribution tasks and goals.

- Participate in promotional, marketing and community events relating to the Association's work.
- Ensure a commitment to their own professional and personal development to meet the needs of your role and the Association.
- Ensure a commitment to the Association's Equal Opportunity Policy and Codes of Practice.
- Work with colleagues and contractors in all areas of the business to ensure we are providing a high quality environmental maintenance service.
- Work occasional overtime, if required
- Carry out tasks commensurate with your role as directed by members of the Housing Team, Housing Manager or Director.