

# 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.