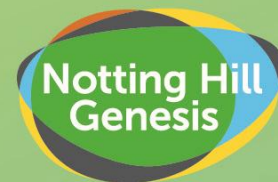


Caretaker Manager



Working better together
for our residents

> Places and Estates > NHG Places

What's it all about

Reporting to the Estate Operations Manager, you will be responsible for leading a multi disciplined customer facing team. You will work consistently to meet and exceed targets and key performance indicators for the delivery of excellent customer service linked to caretaking and fire safety.

How you'll make a difference

By managing, motivating and monitoring a multi disciplined team in order to ensure NHG caretaking and fire safety standards are met.

You will develop best practices within the estate within NHG acting as a point of knowledge for other areas on compliance, best practice, health and safety and innovation.

Keep our residents and properties safe through the effective management of the team ensuring compliance with fire action notices.

You will drive value for money through constant review of our works, detailed performance management and embracing new ways of working by linking into the wider sector.

Through harnessing a detailed knowledge of the needs and delivery requirements of NHG sites.

How you'll do it

- Conduct regular estate and health & safety inspections, including play areas and the wider estate, ensuring all findings are accurately recorded using online monitoring systems.

- Oversee the implementation and management of the waste management strategy across the site to maintain cleanliness standards and environmental compliance.
- Lead and support a team, ensuring compliance with fire safety regulations and other statutory requirements, while maintaining a safe environment for residents and buildings.
- Oversee staff development and performance management, fostering a culture of continuous improvement and ensuring team objectives align with NHG service standards.
- Engage proactively with residents, attending evening meetings and maintaining open channels of communication to support service improvements and information sharing.
- Champion a customer-focused culture, ensuring high standards of service delivery and responsiveness across the team.
- Collaborate with the internal and external team as necessary, contributing operational insight and practical expertise.
- Provide expert advice and support to wider NHG teams, promoting best practice, ensuring staff are well-trained, and equipping teams to meet evolving service needs effectively.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

And it is expected that you will be:

- Well versed in the practices of cleaning, environmental services and hygiene operational services.
- Passionate about delivering excellent customer services.
- Committed to our values within NHG
- Driven to keep our estates and residents safe through high performance.
- Self motivated to learn and develop in line with best practices and legislative updates.
- A leader who works well with others who can motivate and inspire change within NHG.

Essential knowledge, experience and skills including qualifications and professional membership

- Level 4 qualification in social housing or a willingness to work towards achieving the qualification.
- Knowledge of the relevant legislative framework for cleaning and fire safety and proven ability to manage risk and understand the impact for the wider business, ensuring that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation
- Detailed knowledge of health and safety requirements linked to the delivery of cleaning and manual services.
- Demonstrable front line management experience.
- Demonstrable experience in the cleaning sector.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Customer service.
- Intermediate IT and systems skills including Microsoft office.
- This role is subject to a basic criminal record check (CRB) issued by the disclosure and barring service (DBS).