

Community Caretaker Places & Estates Directorate

Overview	
Role Purpose	Supporting the Operations teams to deliver an excellent responsive local management service to customers by ensuring communal areas are clean, safe and desirable places to live.
Responsible for	Ensuring communal internal and external areas are clean and safe, undertaking minor works such as fitting bulbs, re-fixing notices and flooring vinyl. Working closely with other stakeholders to ensure standards are high and safety requirements are met.
Reports to	Estates Contracts Manager
Line management	N/A
Tier	12
Expectation Level	Colleague
Role relationships	
Internal	Operations teams. Assets teams. Estate Community Caretakers, Estates Officers, Estates Contracts Manager
External	Residents, contracted cleaning partners, local authority officers, police.

Role accountabilities	
	<ul style="list-style-type: none"> Responsible for ensuring internal and external communal areas are clean, safe and desirable places to live. Responsible for carrying out all required internal and external cleaning tasks, in line with the agreed service specification Responsible for undertaking very minor works such as fitting bulbs, re-fixing notices, fitting small locks and flooring vinyl in communal areas Raise general minor repair works to communal areas, including minor carpentry works (e.g. lock changes/hinges), re-glazing, minor decorating or painting tasks Update and raise inspections/works on NHG systems as required Responsible for inspecting and monitoring other cleaning, grounds and maintenance works undertaken by contractors and for checking communal areas for safety, installing signs and serving Notices on goods left in communal hallways which pose a fire risk. Working closely with others to ensure standards are high and safety requirements are met. Supporting NHG to deliver the Resident Charter. Be a key-holder for schemes and blocks and allow access and secure communal facilities as required Order, maintain and ensure sufficient supplies of cleaning products, health & safety supplies, notice boards, signs, bulbs and equipment etc. Ensure goods/materials purchased are of sound quality and give good value for money. Undertake projects as necessary

Role accountabilities

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential	Desirable
Experience from a customer services environment.	Experience from working with estate services, such as cleaning or grounds maintenance.

Skills

Essential	Desirable
<ul style="list-style-type: none">• Good spoken and written English• Effective IT skills including basic/intermediate MS Office skills	N/A

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **COLLEAGUE** expectation level and therefore you should refer to the **COLLEAGUE** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none">• Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)