



JOB DESCRIPTION/ROLE PROFILE

Job Title: Caretaker

Reporting To: Neighbourhood Services Officer

Located At: Various sites

Hours of Work: Various hours

MAIN PURPOSE OF THE JOB:

At Clanmil, our tenants are at the heart of what we do. The Caretaker will maintain the highest levels of cleanliness at our schemes.

GENERAL RESPONSIBILITIES:

A	FOLLOW DUTY & CLEANING ROTA
1	Take responsibility and pride in the cleaning of the scheme including dusting and polishing fixtures and fittings, cleaning of all communal areas of the scheme i.e. car park, corridors, stairways, landing areas, fire escapes, stoops, bin stores, skirting boards, handrails, doors and internal glass and windows, external communal areas and any other areas as requested by the Neighbourhood Service Officer.
2	Waste bins to be emptied weekly and all bins should be put out ready for collection on a weekly basis according to pick times. These bins should also be brought back in after immediately after collection. Bin Stores need cleaned when bins are out. Bins needs cleaned twice a year also.
3	Ensure all equipment is maintained and in clean, working order and reporting any faults to the Neighbourhood Services Officer.
4	Highlight any Internal & External maintenance issues or requirements to the Neighbourhood Services Officer & Response Assets Officer
5	Monitor the stock levels of cleaning materials and advise the Neighbourhood Service Officer when stock needs replenished.
6	Ensure the operational checks are kept up to date including fire alarm drill, identifying and monitoring abandoned properties and assisting the Neighbourhood Service Officer in the investigation of reports of anti-social behaviour.
7	Environmental management by monitoring any potential risks that they come across and reporting any maintenance issue within the scheme.



8	The carpark area will need to be monitored and ensure only authorised vehicles stay in the car parks.
9	Address any issues such as illegal dumping, abandoned vehicles, dog fouling, graffiti, vandalism etc in line with procedures.
10	Carry out cleaning of void apartments when required.
11	Carry out a range of light repair/maintenance works across the scheme when required. Such examples include bulb changing, light joinery work etc, power washing.
B	PROVIDE A RESPONSIVE ESTATE MANAGEMENT SERVICE TO TENANTS
1	Carry out weekly fire alarm test and record details in logbook.
2	Report any problems with the fire alarm system directly to Repairs Desk staff (only when trained and if specific to the scheme)
3	Report any deficiencies in landscaping or maintenance services to the schemes Response Assets Officer.
4	Assist in the security of the scheme, by ensuring all entrance and exit doors are closed.
5	Supporting the Neighbourhood Service Officer in CCTV management in line with policy
C	TEAM WORK
1	Cover duties of other Caretakers / Domestic Assistants in the scheme in their absence or neighbouring schemes in the absence of Domestic Assistants based in this area.
2	Make your voice heard and contribute to staff meetings as required.
3	Act neighbourly and in a friendly fashion to the tenants at the scheme and their visitors.
D	PERSONAL DEVELOPMENT
1	Attend all training courses offered to help you fulfil your role to the best of your ability. These courses could be held in Belfast.
E	FOLLOW THE ASSOCIATIONS POLICIES AND PROCEDURES
1	Familiarise yourself with Clanmil's policies and procedures which you will be provided with at the start of your employment and during your induction period and induction training.
2	Understand the role of the Association and its mission and display its core values in your actions and behaviours.
3	Generate creative and innovative ideas to challenge and contribute to the Association's way of working.
4	Staff are encouraged to embrace the Association's Equality & Diversity Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with



	dependants and sexual orientations.
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This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

The role holder must have a flexible attitude to work and carry out any other duty, from time to time, requested by the Neighbourhood Services Officer, Senior Neighbourhood Services Officer, Neighbourhood Services/ Housing Manager, Assistant Director or Executive Director of Housing.

Signed by Postholder: _____

Date: _____

Signed by Manager: _____



Our values guide us

Whilst what we do is vitally important, we think how we do it is equally important. We have all our own way of doing things. It's what makes us unique and at Clanmil we're no different. Our values are at the heartbeat of our organisation, they guide the way we behave and the decisions we make so we're doing everything we can to support our customers and their communities to thrive. We are Clanmil and we...

Leave a positive experience

We believe there's always an opportunity to leave a positive lasting impression if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.

Believe in better

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what could be, embracing change whilst never losing sight of what we believe in. We are force for good, so we're confident to stand up and be counted.

Achieve together

Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.



JOB PROFILE

CRITERIA	ESSENTIAL / DESIRABLE (E / D)	Method of Assessment
EXPERIENCE / KNOWLEDGE		
At least 6 months previous experience working in a similar role as Caretaker/Domestic Assistant in a paid or voluntary working environment.	E	Application Form
Knowledge of COSHH	D	Application Form
SKILLS / ABILITIES		
Good verbal communication skills.	E	Interview
Ability to act in a friendly and sympathetic manner in appropriate situations	E	Interview
Ability to act tactfully and diplomatically.	E	Interview
A commitment to social housing and an understanding of the needs of vulnerable people.	E	Interview
Ability to work with limited supervision and be able to undertake a range of routine tasks.	E	Interview
An ability to recognise emergencies and act calmly in an appropriate fashion.	E	Interview