

THE PIONEER GROUP
Castle Vale Community Housing

Job Description
CV Estates Community Caretaker

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| Team/Department | CV Estates Team, Community Team, Housing and Customer Services Directorate |
| Responsible to | CV Estates Team Leader |
| Responsible for | N/A |
| Job purpose | <p>To deliver a service that ensures that Castle Vale and CVCH schemes are kept clean, tidy and free from hazards. Helping ensure Castle Vale remains an attractive place people want to live and work.</p> <p>To deliver a 'handy person services' that delivers minor repairs, maintenance and gardening work to tenants, residents and commercial and charitable businesses on Castle Vale and in surrounding communities</p> <p>.</p> |
| Working environment | Outside environment in all weather conditions with a key requirement for manual handling activities, with some work in the office. Attends meeting and other events including promotion of The Pioneer group and CVCH at various location |

KEY TASKS AND OUTCOMES

1. Customer focus

Deal with customer enquiries face to face, liaising with outside agencies, contractors and colleagues as appropriate.

As a Community Caretaker you will provide a mobile response service across the Castle Vale and surrounding areas. Every day can present a new challenge. You will be a highly motivated and enthusiastic individual.

Examples of task specific to this job

- To be responsive to customer needs and enquiries and offer advice and assistance within agreed time scales
- Liaise with cleaning, ground maintenance and repair contractors and monitor work
- Report and undertake handy person duties commensurate with agreed service levels
- Be proactive in identifying repairs, identifying and dealing with environmental issues, housing related matters, tenancy breaches and potential hazards to customers in the environment
- To signpost customers to a range of services provided by the Group Local authority and a range of statutory and non-statutory agencies and charities
- Monitor, comply and report issues of concern to the appropriate person in relation to vulnerable adults and child protection procedures.
- Taking every opportunity to represent the Group in a positive and professional manner and promote our work

2. Administration, IT and data management

Utilising IT software, and in house housing management systems, confirm work is assigned work is carried out, to enable invoices to be certified.

Ensuring accurate records are recorded, maintained and updated as required.

Aiming to be self-sufficient in required admin and dealing with tasks end to end.

Support the CV Estates Team leader in collating and providing data for performance information.

Other activities relevant to this will include:

- Contribute towards an effective key management system, which includes key fob programming, monitoring of stock levels and providing keys to internal staff authorised persons and customers.
- Collects data on the condition of the environment and properties across the estate and completes administration relevant to service e.g. work logs, condition checks and maintenance checks etc.
- Raising job tickets and closing down completed job tickets for CV estates team activity

3. Working with others

Works as part of a team and attend team meetings and team briefings as required.

Works within own team and wider departments including but not limited to residents groups, external contractors, internal teams, Birmingham City Council.

Participates in cross departmental activities, e.g. working parties/ groups undertaking estate walks.

Provide information to the community team or internal teams on management issues, including potential tenancy breaches and notifying of vulnerable and or empty properties

In particular works closely with super warden to deliver against the service level agreement for services required at Phoenix Court.

Work closely with the community coordinator holding the older persons portfolio to deliver against the service level agreement for the older persons designated schemes.

4. Delivering and managing services

The work undertaken by CV Estates will be predominately focussed on Castle Vale properties, communal buildings and surrounding environment. Other services delivered ensure the physical appearance of the wider estate and surrounding areas is maintained.

Activities in this area can include:

Undertake minor repairs and damage to communal areas and remove accumulated litter and bulk rubbish.

Sweep car parks attached to blocks, hard standings and clean bin stores to an agreed timetable, refer and/or collect items of bulk refuse and fly tipping.

To deliver a range minor landscaping services to include the scheduled weed controlling, pruning of bushes as necessary

Carry out repairs and planned preventative maintenance; such as oiling UPVC window catches, alley gates and servicing smoke alarms.

Undertake weed control using chemicals/hand tools, ensuring the health and safety legislation is complied with.

Remove graffiti from areas on the estate, where it is safe to do so and is where current methods of removal support.

Potentially working in unpleasant conditions - clean and remove any noxious deposits and effluence needles; dealing with blocked drains and sinks in accordance with health and safety procedure.

Manage and/or issues keys/fobs relevant to task.

Clearances of garages and residential properties following eviction, including arranging storage and recycling of goods as instructed.

Carry out Health and Safety and Fire Risk checks of communal blocks in line with policy and procedures, which cover smoke alarms, lighting and security, checking communal lighting and change bulbs or starters.

Assist the CV Estates Team Leader in monitoring service contractors and ensure services are carried out according to specifications

Advise all tenants of relevant issues relating to their home, such as use of heating systems, location of stop tap, refuse collection day and local community events.

Be familiar with electrical/gas installation and 'shut off' procedure within the estate in case of an emergency arising including replacing meter cupboard doors.

Carry out formal health and safety fire checks ensuring H&S and tenancy compliance feeding back findings, whilst rectifying those identified.

Responsibility for the cleanliness of communal areas.

Responsibility for minor repairs to both buildings and residents homes.

Responsibility for reporting of repairs to buildings and the residents' homes.

Support delivery of the handy person service by undertaking a range of duties on properties on Castle Vale and in local communities. This may include (but not exclusively):

- To deliver a range minor landscaping services.
- Carry out range of repairs and preventative maintenance based on customer request.
- Undertake weed control using chemicals/hand tools, ensuring the health and safety legislation is complied with.
- Paint anti climb paint to external areas
- Board up windows and communal areas.
- Paint minor areas.
- Change bulbs, starters, and smoke alarm batteries and housings.
- Set lighting and door security timers.

Any other duties of a similar nature as directed by the CV Estates Team Leader.

5. Developing Services

Assist the CV Estates Team Leader in the development and delivery of the handy person service. Working towards creating a commercially viable and sustainable model for the service.

Attend and feedback to regular meetings/debriefing with contract supervisors from BCC and internal colleagues who pull on the service.

Assist on the development of opportunities to improve and develop services, through policy reviews and service improvement planning and support any business transformation activity to implement smarter working practices.

Assist in the development of working methods promoting VfM Examples of task and other activities specific to this job may include:

- Resident Group Involvement to identify priorities
- Liaison with internal colleagues and teams
- Assist in the development of safe systems of work and Risk Assessments.
- Participate in tool box talks to enhance compliance and safety

6. Managing and developing self

Proactive in managing own workload, setting and delivering against priorities ensuring targets and deadlines are met.

Actively participates in regular one-to-one supervision with line manager and in CVCH Performance Review scheme.

Undertakes learning and development activities to support personal and professional development as agreed in Personal Development Plan

Takes personal responsibility to attend training and networking events to support successful delivery of job purpose.

Examples of tasks specific to this job:

- identifies training needs and convey to line manager
 - keeps up to date on all relevant health and safety regulations
 - deliver work according to rota and service schedules
- Where required, undertake specialist training to include B-E driving category and PA1 PA6 weed control licence/qualification and other technical training/certification commensurate with role

7. Maintenance of property and equipment

Responsible for the safe use, storage and maintenance of equipment associated with own job.

Examples of this, will include:

- Flammable, toxic, caustic, harmful, bio-hazardous materials.
- Safety equipment
- Stock to complete repairs
- Minor servicing of equipment and machinery.

- Safe storage of furniture from specified vacant properties to garages.

8. Financial management and control

Support CV Estates Team leader in delivering effective financial management and control.

Examples of this will include:

- to undertake scheduled stock inventory
- to work with teams and other departments to identify ways to deliver a cost effective service.
- Identify trends and patterns within the environment in order to channel the appropriate resources
- Keeping accurate records for works carried out
- Refuse cash payments or gifts

9. Legal and regulatory compliance

Works within The Pioneer Group policies and procedures such as health and safety.

10. Health and safety

To work in accordance with the Health & Safety Policy including reporting and recording of any near misses or accidents.

To take all necessary action to ensure Health & Safety risk assessments and Adult Safeguarding responsibilities are discharged in respect of statutory regulations and The Pioneer Group policies and procedures

All Pioneer employees have a responsibility to:

Take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors

To fully participate in Health and Safety training including tool box talks.

It is essential for you possess a full UK driving licence where a C1 category is desirable

11. Other

To undertake any other reasonable duties as required by The Pioneer Group.

Person Specification

CV Estates Community Caretaker

How do you meet our requirements?

Below you will find the skills, abilities, experience and competencies needed to do the job you are applying for. On your Application Form explain how you meet these requirements.

Only write about the categories that are being assessed on the Application Form.

| Relevant Job Competencies | | How this is assessed |
|---|--|--|
| Core Pioneer Group: Customer Focus Taking Ownership and Getting Things Done Teamwork and Collaboration | | Application Form Interview Assessment Probation Performance Review |
| Additional KEY <u>Level 1</u> Competencies | | |
| 1. | Relating to Others Commercial Awareness Confidence | Application Form Interview Assessment Probation Performance Review |
| Skills, abilities and experience | | |
| Essential Criteria You must have the following | | How this is assessed |
| 1. | Experience Must be able to work in a team environment. Hold basic knowledge of IT, including Microsoft outlook and excel Must be able to manage own workload. Must be able to use mechanical and manual tools safely. Must hold a Full UK driving licence and be able to use a range of vehicles and machinery. Driving licence to include a B Category. | Application Form Interview Assessment |
| 2. | Skills and abilities Customer-centred approach and an ability to develop and maintain positive working relationships, both internally and externally. Ability to deal with and understand the needs of a range of customers – some of whom may be confused, anxious, angry or distressed Ability to communicate verbally and in writing Ability to work within existing policies and procedures and to follow schedules | Application Form Interview Assessment |

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| | <p>Ability to use hand tools and other machinery.</p> <p>Ability to demonstrate self-motivation and flexibility.</p> <p>Have the ability to carry out minor repairs / basic maintenance duties detailed in job description</p> <p>Ability to work under pressure, achieve targets and work to deadlines</p> <p>Demonstrate basic numeracy skills have a good standard or record keeping that is readable, accurate and well managed.</p> <p>Ability to deal with and handle conflict appropriately.</p> <p>Ability to identify problems and report on what action should be taken and when. Ability to use Software programs used by CVCH, such as Orchard, Cascade, Word and Excel</p> <p>Ability to undertake physically demanding duties Have the ability to lift and carry reasonable weight, move furniture, bulk refuse and fly tipping items.</p> | |
| 3. | <p>Knowledge</p> <p>Have knowledge of Health & Safety requirements, including, manual handling, Maintenance of equipment and chemical COSHH.</p> <p>Must be willing to up-date skills and knowledge as appropriate and undertake appropriate training.</p> | Application Form Interview Assessment |
| 5. | <p>Other</p> <p>Must be willing to work in accordance with The Pioneer group core values.</p> <p>Must be able to demonstrate an understanding and commitment to equality and diversity across all fields, e.g., service delivery</p> <p>Willing to attend evening meetings, undertake occasional weekend working where appropriate and cover caretaker leave as required.</p> | Application Form Interview |
| Desirable | | |
| 1. | <p>Experience</p> <p>Should have experience of using PA1 & PA6 Pesticides or similar.</p> | Application Form Interview |
| 2. | <p>Knowledge</p> <p>Hold a valid PA1, PA6 weed spraying certificate or willing to work towards achieving it.</p> | Application Form Interview |