

The Pioneer Group

Job description

Job title	Community Caretaker (Painting)
Department & Team	Estate Services Team
Responsible to	Senior Community Caretaker (Painting)
Responsible for	N/A
Job purpose	<p>To understand that Pioneer is a resident led organisation and ensure that this principle is followed in all aspects of the post holder's work.</p> <p>To ensure that Pioneer's schemes are kept clean, tidy and safe for residents at all times.</p> <p>To ensure the effective delivery of the painting programme throughout the estate</p> <p>To be a representative of the Association on site.</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 Pioneer at various location

Main duties and responsibilities, including key areas of decision making

AREA	KEY TASKS AND RESPONSIBILITIES
Customer focus	<p>Deal with customer enquiries face to face liaising with outside agencies, contractors and other Pioneer staff as appropriate.</p> <p>Examples of task specific to this job:</p> <ul style="list-style-type: none"> • To be responsive to tenants needs and enquiries and offer advice and assistance within agreed time scales. • To communicate with the Senior Community Caretaker (Painting) (SCCP) in relation to issue with the grounds maintenance contract • Report and undertake minor pruning in order to efficiently carry out painting programme • To ensure goods and material levels are maintained in order to support service delivery • To assist with the delivery of the Estates Services Team's day to day tasks as and when required depending on the needs of the business

<p>Working with others</p>	<p>Works as part of a team and attend team meetings and team briefings as required.</p> <p>Works within own team and wider departments including but not limited to residents groups, external contractors, internal teams, Birmingham City Council etc</p> <p>Participates in cross departmental activities, e.g. working parties/groups undertaking estate walks.</p> <p>To attend when required painting programme meetings and/or briefs with the Assets Team</p> <p>Provide information to the Housing Officer or assistants internal teams on Management issues, including breaches of tenancy and notifying of vulnerable and or empty properties.</p>
<p>Delivering and managing services</p>	<p>The primary function of this role to assist with the efficient delivery of the painting programme to the Assets Team, this will require the following tasks to be completed:</p> <ul style="list-style-type: none"> • Preparing painting surfaces by washing walls, repairing holes, rubbing down or removing old paint • Mixing, matching, and applying paints and other finishes to various surfaces • Providing decorative finishes as the project requires • Handling planning and prep work in an efficient manner • Preparing the surrounding area by covering it to prevent mess • Moving items as necessary to reach the entire surface of the project • Calculating the amount of materials and time required for said project • Taping off areas and using wet paint signage as needed • Quoting and negotiating job prices • Cleaning up supplies and replacing fixtures when project is complete <p>The secondary function of this role is to assist the Estate Services Team's (EST) Community Caretaker function as and when required depending on the needs of the business.</p> <p>To be on hand to offer support to cover elements of caretaking services at various Pioneer sites. This may include Litter picking and winter gritting. Full details of tasks relating to this role can be found in the Community Caretaker Job description.</p> <p>Any other duties of a similar nature as directed by the SSCP, Senior Community Caretaker, Estates Services Team Leader, or as determined by customer need</p>

<p>Developing services</p>	<p>Assists in developing services for the estate and residents.</p> <p>Assist in the development of Risk Assessments and Safe Systems Of Work</p> <p>Assist in the development of working methods promoting productivity and efficiency. Examples of task and other activities specific to this job may include:</p> <ul style="list-style-type: none"> • Liaise with CCTV and scheme and Community Caretakers about relevant matters. • Take part in reviews and other meetings with management and customers to review service delivery and best practice. • Assist in the development of safe systems of work and Risk Assessments. • Liaise with the Assets team to review service delivery
<p>Managing and developing self</p>	<p>Manages own workload</p> <p>Actively participates in regular one-to-one with line manager and in Pioneer's Performance Review Scheme</p> <p>Undertakes learning and development activities, attends training events internally and externally.</p> <p>Examples of tasks specific to this job:</p> <ul style="list-style-type: none"> • 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 • deliver work according to painting programme
<p>Maintenance of property and equipment</p>	<p>Responsible for the safe use, storage and maintenance of equipment associated with own job.</p> <p>Examples of this, will include:</p> <ul style="list-style-type: none"> • 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.
<p>Financial management and control</p>	<ul style="list-style-type: none"> • 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

Legal and regulatory compliance	Works within Pioneer policies and procedures such as health and safety. Housing law, best practice and TSA requirements.
Health and safety	<p>To work in accordance with health and safety rules including reporting and recording any health and safety incident or accident.</p> <p>All Pioneer employees have a responsibility to:</p> <p>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</p> <p>To advise and train other employees in relation to the safe use of equipment, via tool box talks etc It is essential for you possess a full UK driving licence where a C1 category is desirable</p> <p>Cooperate with Pioneer and its managers to enable compliance with statutory duties and objectives and targets.</p>
Pioneer's core value behaviours	To work in accordance with Pioneer's Core Value Behaviours and Pioneer's policies and guidelines in relation to equality and diversity.
Other	To undertake any other reasonable duties as required by Pioneer.

Person Specification			
Job title	Estate Services Assistant	Criteria	Tested
Skills and abilities	Customer-centred approach and an ability to develop and maintain positive working relationships, both internally and externally.	E	APP/INT
	Ability to communicate verbally and in writing	E	APP/INT
	Ability to carry out a high standard of decorative works both internal and external	E	APP/INT
	Ability to work within existing policies and procedures and to follow schedules	E	APP/INT
	Ability to use hand tools and other machinery.	E	APP/INT
	Ability to demonstrate self-motivation and flexibility.	E	APP/INT
	Have the ability to carry out minor repairs / basic maintenance duties such as lock and bulb changes, minor landscaping as required.	E	APP/INT
	Ability to achieve targets and deadlines	E	APP/INT
	Demonstrate basic numeracy skills	E	INT/TES
	Ability to undertake physically demanding duties	E	APP/INT
	Ability to deal with and handle conflict.	E	INT/TES
	Ability to identify problems and report on what action should be taken and when. Ability to use and input data in excel.	E	INT/TES
	Ability to use Software programs used by Pioneer, such as Orchard, Cascade, Word.	E	INT/TES
	Have the ability to lift and carry reasonable weight, move furniture, bulk refuse and fly tipping items.		

Experience	Must be able to work in a team environment.	E	APP/INT
	Hold basic knowledge of IT, including Microsoft outlook and excel	E	APP/INT
	Must be able to manage own workload.	E	APP/INT/TES
	Must be able to use mechanical and manual tools safely.	E	APP/INT
	Must hold a Full UK driving licence and be able to use a range of vehicles and machinery	E	APP/INT
	Driving licence to include a C1 Category.	D	APP
Education, training and specialist job knowledge	Have knowledge of Health & Safety requirements, including, manual handling, Maintenance of equipment and chemical COSHH.	E	APP/INT
	Must be willing to up-date skills and knowledge as appropriate and undertake appropriate training.	E	APP / INT
	NVQ Level 2 Painting	D	APP/INT
Other requirements	Hold a full driving licence (C1 Category preferable)	E D	APP/INT APP/INT
	Must be willing to work in accordance with Pioneer's core values.	E	APP/INT
	Must be able to demonstrate an understanding and commitment to equality and diversity across all fields, e.g., service delivery	E	APP/INT
	Willing to attend evening meetings, undertake occasional weekend working where appropriate and cover caretaker leave as required.	D	APP/INT

Criteria

E = Essential

D = Desirable

Tested

App = Application Form

Int = Interview

Tes = Test / Assessment