

Pioneer Group

| Job description | |
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| Job title | Senior Community Caretaker (Painting) |
| Department & Team | Estates Services Team |
| Responsible to | Estates Services Team Leader |
| Responsible for | Community Caretaker (Painting) |
| Job purpose | <p>To oversee the work carried out by the Community Caretaker(s) (Painting)</p> <p>To ensure than all required decoration is carried out to a high standard and completed in a timely manner</p> <p>To assist the Estates Services Team to ensure that Pioneer’s schemes are kept clean, tidy and safe for residents at all times and ensure that work is undertaken to maintain the long term sustainability of Castle Vale.</p> <p>To be the association’s representative 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 |

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| Main duties and responsibilities, including key areas of decision making |
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| <p>Customer focus</p> | <p>Deal with customer enquiries face to face, liaises with outside agencies and other Pioneer staff ensuring a customer orientated approach to service delivery.</p> <p>Understands and responds to the needs of people from diverse social/cultural/ racial backgrounds.</p> <p>Ensures that the painting programme is carried out to a high standard throughout the estate</p> <p>Management and deployment of Community Caretakers (Painting) (CCP) in response to the needs of the whole community.</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 appropriate advice and assistance - Manage stock levels, order goods and materials as and when required, and ensure safe storage - Report housing related matters and reporting tenancy enforcements to appropriate staff - Report and undertake minor pruning to allow for decorating works to take place - Undertake decoration across the estate focused primarily on railings and other ironmongery as well as other areas dependent on the needs of the business - To ensure a commitment to timescales when carrying on decorating works on the estate - To assist the Estate Services Team in carrying out caretaking work across the estate as an when required |
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| Administration, IT & Data Management | <p>Create, monitor and maintain computer and manual records relating to Health & Safety, COSHH requirements and team performance – eg: spreadsheets (referral tracking)</p> <p>Uses email to communicate internally and research internet to obtain best value from suppliers.</p> <p>Produces reports on performance on a monthly, quarterly, and annual basis, or as requested, for management evaluation</p> |
| Working with others | <p>Attend team meetings and team briefings as required.</p> <p>Works within own team and various groups as follows:</p> <ul style="list-style-type: none"> - Internal teams - Birmingham City Council <p>Organise regular meetings/debriefing with the Assets team in relation to the painting programme</p> |
| Delivering and managing services | <p>To develop and manage the CCP team and its resources. Oversee and carry out regular inspections of decoration through the estate noting and reporting any issues to address</p> <p>Service all accumulating refuse around all parts of the estate as required, including front gardens and communal areas when required</p> <p>Supervise and monitor staff ensuring they:</p> <ul style="list-style-type: none"> - Report and carry out pruning issues - Efficiently and effectively carry out the painting programme in accordance to timescales <p>Oversee the delivery of the landscaping contract and report to Estate Services Team Leader any issues relating to performance</p> |

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| | <p>Other tasks specific to role are:</p> <ul style="list-style-type: none"> - Preparing painting surfaces by washing walls, repairing holes, sanding down or removing old paint - Mixing, matching, and applying paints and other finishes to various surfaces - Handling planning and prep work in an efficient manner - Preparing the surrounding area by covering with materials 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 and applying wet paint signs to areas as needed - Choosing and purchasing paint, brushes, and other supplies from vendors - Cleaning up supplies and replacing fixtures when project is complete - To assist with Estates Services Team as and when the business requires. A full list of tasks involved in this can be found in the Estate Services Caretaker job description. <p>This list is not exhaustive and may require other works to be undertaken depending on the needs of the business</p> |
| <p>Developing services</p> | <p>Assists in developing the painting programme for the estate and residents.</p> <p>Examples of task specific to this job: -</p> <ul style="list-style-type: none"> - Resident group Involvement - Attendance at steering groups / working parties - Liaison with the Assets Team <p>Carry out research to update existing services and best practice whilst working towards continual improvement of service area.</p> |

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| Managing and developing self | <p>Effective management of own workload.</p> <p>Actively participate in regular one-to-one with line manager and in Pioneer's performance review programme.</p> <p>Identifies and undertakes learning and development activities (including self-motivated learning), attends training events internally and externally.</p> <p>Examples of tasks specific to this area: -</p> <ul style="list-style-type: none"> - Identify training needs and discuss with line manager - Keep up to date on relevant health and safety regulations |
| Managing and developing others | <p>Leads and develops staff and identifies training needs.</p> <p>Undertakes regular one-to-one supervision and performance reviews with team members and identified training for self and staff appropriate to need.</p> <p>Implements Pioneer's Human Resources policies and procedures.</p> |
| Maintenance of property and equipment | <p>Responsible for the safe use, storage and maintenance of equipment associated with service.</p> <p>Manages safe storage of:</p> <ul style="list-style-type: none"> - Flammable, toxic, caustic, harmful, bio-hazardous materials. - Safety/PPE equipment - Stock/tools to complete repairs - EST vehicles - Any other equipment required for carrying out duties and deployment of staff |
| Financial Management and Control | <p>Examples of tasks specific to this job:</p> <ul style="list-style-type: none"> - Assist in the development of an annual budget to meet changing business needs - Check invoices for sign off and payment authorisation - Effectively manage EST approved budgets - Assist the Estates Services Team Leader in setting budgets to meet the business needs of estate management |
| Legal and regulatory compliance | <p>Works within Pioneer policies and procedures, the law and best practice relevant to role.</p> <p>Ensure compliance for competency training relevant to machinery/work duties, weed chemical application, COSHH, Risk Assessments and Health & Safety, including disposal of items covered by WEEE.</p> |

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| <p>Health & Safety</p> | <p>To research current and future direction of law pertinent to work area, equipment and chemical use.</p> <p>To manage work of EST in compliance with Health & Safety rules, including reporting and recording any health & 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>Cooperate with Pioneer and its managers to enable compliance with statutory duties and objectives and targets.</p> |
| <p>Pioneer's core value behaviours</p> | <p>To work in accordance with Pioneer's core value behaviours and Pioneer's policies and guidelines in relation to equality and diversity.</p> |
| <p>Other</p> | <p>To work in accordance with Pioneer's core value behaviours and Pioneer's policies and guidelines in relation to equality and diversity.</p> |

| Person Specification | | | |
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| Job Title | Senior Community Caretaker (Painting) | Criteria | Tested |
| Experience | <ul style="list-style-type: none"> • Experience of supervising and developing staff • Ability to deal with conflict and negotiate a satisfactory outcome with internal and external customers • Thorough knowledge and understanding of health and safety requirements including risk assessments and regulatory compliance particularly relating to COSHH • Must have sufficient experience of basic estate management and maintenance to identify which jobs can be reasonably undertaken by own team and which should be referred to other staff. • Must have experience with external/internal painting and decoration • Must have worked in an customer centred organisation • Experience of contract performance | <p>E E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>APP/INT APP/INT</p> <p>APP/INT/ASS</p> <p>APP/INT</p> <p>APP</p> <p>APP/INT</p> <p>APP/INT</p> |
| Education, training and specialist job knowledge | <p>Relevant job knowledge</p> <ul style="list-style-type: none"> • Must have sound knowledge of estate management issues • Thorough knowledge of the theory and application of Health and Safety, <ul style="list-style-type: none"> ○ application and compliance of COSHH regulation <p>Level and type of qualification</p> <ul style="list-style-type: none"> • NVQ Level 2 Painting • Knowledge of the appropriate materials and equipment required for work to be undertaken. <p>Specialist Knowledge Full driving licence/C1 Category</p> <p>Good numerical skills for calculation of painting requirements</p> <p>Able to complete physically demanding work in all environments</p> | <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>INT/APP/ASS</p> <p>INT/APP/ASS</p> <p>APP</p> <p>APP/ASS/INT</p> <p>APP/INT</p> <p>APP/INT</p> |

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| | Other training and development <ul style="list-style-type: none"> Undertake other training relevant to role | E | App/Int |
| Other requirements | <ul style="list-style-type: none"> Must be willing to work in accordance with Pioneer's core values. Must be able to demonstrate an understanding and commitment to equal opportunities across all fields, e.g. employment, racial and service delivery. Must be able to work as part of a team. Must be able to attend evening meetings, undertake occasional weekend working where appropriate. | E E E E | APP APP/INT APP/INT APP/INT |

Criteria

E = Essential

D = Desirable

Tested

App = Application form

Int = Interview

Ass = Assessment