

Caretaking Assistant

JE Code: JE0918



Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council

Service: Adult Services
Reports to: Estate Supervisor
Job Family: Operational Services
Grade: B
Political restricted: No
Date: September 2022

Key Deliverables

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| 1. | To work as member of the Estates Services Team to provide a safe and clean environment for the Council's communal areas within its Housing Blocks. |
| 2. | To meet prescribed standards of cleanliness, identifying and reporting health and safety issues which could impact upon the safe use of the communal areas. |
| 3. | Developing and maintaining positive and effective relationships with other caretaking assistants, caretakers, housing staff and residents including providing cover for other areas if required. |
| 4. | Be aware of Health and Safety Regulations with reference to cleaning materials used and methods of working. |
| 5. | Ensure any urgent repairs arising within the communal areas are reported to the Repairs Call Centre and other issues are notified to the Caretaker or Estates Services manager as appropriate. |
| 6. | Ensure appropriate equipment and materials are ordered, replaced and kept in proper working order. |

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs

Essential Requirements (key skills & qualifications)

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| 1. | Ability to demonstrate experience in cleaning within a communal access setting. |
| 2. | To be aware of mixing different cleaning liquids and dealing with spillages. |
| 3. | Awareness of health and safety regulations. |
| 4. | Ability to use basic communications equipment including a smart phone and lone working device. |
| 5. | Understanding of basic Microsoft Office software such as 'Outlook'. |
| 6. | Ability to work and communicate effectively with other members of staff and residents. |
| 7. | Full driving licence and the ability to work at any site. |

Job Family

Operational Services
Grade B



Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

Role characteristics

At this level job holders carry out a number of different tasks using a wide range of tools and equipment. They depend upon their experience and initiative to make day to day choices about work methods and short-term priorities.

The knowledge and skills required

As the focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co- ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

Thinking, planning and Communication

Most work will be routine in nature, but there will be the need to make straightforward judgements about day to day choices where the job holder will have little doubt what to do.

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

Decision making and innovation

Job holders will work from standard instructions but will use their initiative to make minor day-to-day decisions. Usually following laid down procedures or under specific instructions. They will not be expected

to deviate from established practices in carrying out tasks.

Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. There will be no supervisory responsibilities at this level although job holders may assist with the orientation of new starters or volunteers.

Other than the occasional handling of small amounts of cash or financial records, job holders will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of Council premises or workspaces.

Impacts and demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.