

Caretaker

JE Code: JE2291



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

Job Title	Caretaker
Service	Housing Operations – Neighbourhood Services
Reports to:	Estate Supervisor
Job Family	OS
Grade:	D
Political restricted	N
Date:	January 2022
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Key Deliverables

1.	To lone work, undertaking cleaning schedules as required for a designated area, ensuring cleaning and caretaking work is completed to a high standard within required timescale. This will include using cleaning products, power tools and other electrical items.
2.	To undertake spot cleaning and minor repairs to a high standard. The role holder will maintain oversight of works awaiting action to ensure issues are addressed, reporting and escalating concerns through inspection work.
3.	To manage and maintain oversight and responsibility for the upkeep of the whole designated area, proactively reporting all estate items requiring attention, engaging and working in partnership with colleagues and contractors and other third parties, maintaining oversight to ensure work is completed in a timely manner to appropriate health and safety standards.
4.	To maintain residential blocks and associated systems to the standard relevant to the designated area, ensuring appropriate information is shared with residents, such as door entry system usage.
5.	To undertake fire safety systems testing and all associated tasks to ensure fire safety regulations are adhered to, including the keeping excellent records and using IT equipment and systems.
6.	To undertake manual handling tasks including moving bulky items such as furniture and white goods on a regular basis.
7.	To work with housing colleagues to ensure excellent communication is maintained with residents. This will include direct contact with residents, responding to issues and sharing information such as changes to door entry codes and fire systems testing.
8.	To complete full estate and block inspections, sometimes with colleagues and other local stakeholders, ensuring the entire area meets health and safety requirements, including drains, street lighting, communal doors etc.
9.	To drive and take responsibility for fleet vehicles, ensuring these are used and maintained in accordance with MKC policy.

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)

1.	Ability to complete manual handling tasks on a daily basis, including carrying large / bulky items and cleaning high- and low-level areas.
2.	Ability to drive a fleet vehicle, with a clean driving licence.
3.	Good communication skills, with the ability to work effectively with a range of colleagues, residents and contractors, and with capacity to manage challenging conversations.
4.	Ability to use all IT systems associated with the role, recording information as required and using mobile equipment such as tablets and smartphones.
5.	Ability to complete dynamic risk assessments, identify hazards and respond accordingly to reduce risks to residents.

Job Family

Operational Services
Grade D



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 will use both practical skills and the knowledge of team policies and procedures which allow effective supervision and accountability for team outputs. They will deal with a variety of day to day problems independently.

The Knowledge and skills required

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

The range of knowledge required to fulfil the duties will include a combination of practical skills and the organisational expertise to manage the small-scale provision of services in the context of wider team objectives.

Thinking, Planning and Communication

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.

Not all situations will be completely clear and there will be a need to investigate circumstances, issues and problems in order to determine a solution or make short term changes to tasks or duties.

Decision Making and Innovation

Job holders will work within standard procedural guidelines but will use their initiative to establish their own daily priorities and deal independently with unexpected problems. Anything particularly awkward or unusual would be referred to the appropriate manager or supervisor.

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. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

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 premise 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.