



Role Title	Estates Supervisor - Caretaking
Job Family	Place – Housing Operations
Competency Level	All Colleagues
Scale	Scale SO1
Purpose To provide a professional, proactive, customer focussed service to the organisation within the relevant service area.	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Resolve non-routine customer/service queries. Customers are satisfied with the response, or aware that issue has been escalated. Assess and prioritises telephone and personal callers and responds appropriately. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.
Organise and maintain records and documents using the appropriate council process / system.	Received documents, correspondence etc. are recorded, distributed and processed correctly. Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity. Records /information are well organised and accessible. Records are kept up-to-date. Follow-up with internal/external customers to obtain missing/outstanding records.



Create document, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Lead, manage and motivate a team of caretakers to ensure work is carried out in line with service standards	Caretaking staff are effectively supported to carry out their duties.
Assist the service manager in reviewing service design and staff resources	Staffing levels are maintained in response to staff absences. The service is responsive to changing workloads and new housing developments
Carry out documented inspections of the work of the caretaking teams	Adherence to service standards is monitored and recorded, and service failures addressed
Carry out cleaning of communal areas of housing estates	Communal areas are kept clean and comply with the agreed service standards
Driving Council motor vehicles to provide mobile caretaking service to sites across the Borough	Ensure services are provided to smaller blocks where a mobile/agile service is required
Carry out minor repairs to housing estate communal areas	Minor repair work is carried out, supporting our main repairs contractors and providing a responsive service
Removal of bulk waste / fly tipping	Report bulk waste/fly tipping to colleagues in the department to arrange for removal. Waste to be kept in one location wherever possible
Complete daily records of work carried out	Work is monitored and workloads reviewed when necessary
Complete records of all materials used and request new	Effective stock control and materials available to allow timely completion of work



stock to ensure continuity of service	
Ensure hazards are made safe or if not possible to do so reported immediately to manager	Housing estates are kept free from hazards
Report any issue or concerns regarding residents or the use or occupation of council properties	Tenancies are effectively managed and vulnerable residents supported.
Liaise with Estate Services colleagues, Housing Officers, Building Surveyors and maintenance contractors to ensure estate caretaking matters are discussed and appropriate actions and responsibilities agreed	Problem areas are effectively managed and the service improves.

Nature of Contacts

May have contact with members of the public/residents enquiring about estate caretaking and will need to respond politely and positively

Will need to work effectively with colleagues in the Caretaking service, housing operations team and with maintenance contractors

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.

This post is estate based and/or based across a number of housing estate locations

Reports to: Estate Services Manager

Key Facts and Figures

The post sits within the Estate Services Team, and forms part of our estate services provision for residents



Enhanced DBS check is required

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: Team of Caretakers

Knowledge, Skills and Experience

- Effective communication skills – verbal and written
- Effective problem solving skills
- Experience of use of cleaning equipment
- Current full and valid UK driving license
- Ability to use basic IT applications such as MS Outlook
- Ability to keep clear and accurate records
- Basic skills in carrying out minor works to a competent DIY standard
- Ability to work collaboratively with colleagues and contractors

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.