

Job Vacancy - Residential Caretaker - Customers and Communities

REF: TGHC534

- **Job title:** Residential Caretaker
- **Service area:** Customers and Communities
- **Job ref:** TGHC534
- **Grade:** C £15807 - £16491 per annum (SCP 11 - 13) plus standby payment of £2,456.49 per annum. 37 hours per week. Permanent.
- **Applicable to:** External vacancy
- **Closing date:** Midnight on Friday 27th April 2018

The Gateshead Housing Company is a non-profit organisation responsible for the day-to-day management of nearly 20,000 homes.

We aim to provide excellent and efficient services to create homes and neighbourhoods that meet the aspirations of the people in Gateshead.

We employ over 800 people and involve our customers in making our services better

An opportunity has arisen for a live-in caretaker post based in one of our multi-storey blocks in Gateshead.

The caretaker post provides residents with a friendly, clean and safe environment to live in.

The main duties include:

- Cleaning the block to an agreed service standard
- Carrying out small-scale repairs
- Helping maintain external areas
- Reporting any antisocial behaviour
- Reporting and responding to Health & Safety issues
- Attending block inspections and accompanied viewings
- Carrying out visits to new tenants and providing advice and assistance to customers and visitors.

Caretakers work 37 hours Monday – Friday between 08:00 and 16:30.

You will carry out the duties in your block but you will also be required to provide cover at other blocks as necessary.

In addition to the normal work hours you will also help provide an out-of-hours emergency callout service to a number of multi-storey blocks. This will require you to be on 24 hour call approximately one week out of six.

The successful candidate will be able to demonstrate an understanding of customer care and have excellent communication skills. You should be able to work unsupervised as required and use your own initiative to solve problems.

The Caretaker post includes a rent-free flat in the block you will be working in. You will be required to live in this flat as your home.

Caretaker role is an exciting opportunity to develop and build your knowledge of the Company. Some of our previous employees have used the skills and knowledge obtained as a Caretaker to help them successfully progress into other areas of the business.

If you are interested in this post, please submit an application form detailing how your experience, skills and knowledge meet the essential requirements which are detailed in the job profile, giving examples of how you meet each essential criteria. Previous applicants need not apply.

For an informal discussion about the role please email Caretaker Supervisors [Aileen Patterson](#) or [Andy Lowes](#) or phone 0191 433 5372 or 0191 433 5857.

Previous applicants need not apply.

What to do next?

- Read the [job profile](#) of this role.
- Consider the essential and desirable criteria for this role.
- Ensure you meet **all** the **essential criteria** before applying.
- Complete our online **application** ensuring you provide evidence within the body of your application that you meet the **essential criteria**, giving examples where appropriate.
- Applicants who do not evidence that they meet the essential criteria will not be shortlisted for the next stage of the recruitment process.
- Complete the online **confidential** form
- If you prefer you can download a printable [application](#) and **confidential** forms. You must complete **both** forms for your application to be considered.
- **Assessments will be by application, online assessment and interview for this vacancy.**

Note: The online **application** and **confidential** forms are on our external website, in order to enable employees to complete the online forms away from work if they wish.

Applications are to be returned by email or post no later than midnight on Friday, 27th April 2018

hr@gatesheadhousing.co.uk

or

Human Resources Team
The Gateshead Housing Company
Civic Centre

Regent Street
Gateshead
NE8 1JN

The Gateshead Housing Company does not accept CVs.

If you need any further advice email the **Human Resources Team** or call ext 5333.

Why you will love working for us

We know that we can't achieve our vision without the right team of people.

We expect our employees to work in partnership with colleagues, and to apply their skills effectively with commitment and enthusiasm. In return we do our best to make sure they are happy in their work by listening to their ideas and making them feel welcome.

Because we work in partnership with Gateshead Council, we can offer you all the benefits of working for a large organisation as well as the intimacy of working for a small, independent team.

You will be able to take advantage of:

- Our Local Government Pension Scheme
- Occupational health
- Appropriate training courses
- A [work life balance](#) policy
- Flexitime scheme
- Generous annual leave entitlement.

The Gateshead Housing Company is an equal opportunities employer and welcomes applications from candidates of any age, disability, marital status, race or sex.

The Gateshead Housing Company has achieved the Positive about Disabled People symbol and Investors In People (IIP).

Job profile - Residential Caretaker - Customers and Communities

Grade C

Location: As directed

Service: Customers and Communities

Line Manager: Housing Manager/Caretaker Supervisor – Multi-storey Team

Car User Status: Casual

Job purpose

To help create and maintain a clean, attractive and safe place to live in multi-storey blocks.

The key roles of this post will include:

1. Provide a high standard of cleanliness within multi-storey blocks to the published service standard.
2. Play a key role in ensuring the security of the building and surrounding areas. Reporting any evidence of antisocial behaviour in the block and surrounding area. Initiating action to deal with vandalism or emergency situations and contact the appropriate services.
3. Report repairs and maintenance required to communal and external areas to the appropriate services.
4. Carry out minor repairs e.g. changing light bulbs and redecoration, e.g. paint over graffiti when required.
5. Routine manual handling skills, including the rotation of refuse bins.
6. Verify credentials of official visitors such as those making deliveries or acting on behalf of public utilities, Gateshead Council or TGHC.
7. Accompany Estate Officer on new visits and accompanied viewings when required.
8. Carry out visits to new tenants advising them of relevant information about their block, the role of the caretaker, including the services they can provide.
9. Have responsibility to enhance grounds maintenance provided by other agencies including litter picking external areas of the block, footpaths and gullies
10. Work closely with other TGHC and Council sections and external agencies to achieve a clean, attractive and safe place to live in multi-storey blocks.
11. Work on a rota system to provide an out-of-hours emergency callout service for a number of multi-storey blocks.
12. To provide a first point of contact for residents and visitors and be able to deal with queries or signpost to the appropriate service.
13. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
14. Such other responsibilities allocated which are appropriate to the grade of the post.

Criteria

Experience of:

Essential

Qualifications:

- 5 GCSE's (at least grade C) or relevant experience

Experience of:

- Communicating effectively
- Delivering good Customer Service.
- Working unsupervised as and when required.
- Using own initiative to solve problems.
- Liaising with external agencies.

Knowledge:

- To be able to demonstrate an understanding of what equality and diversity means in the workplace

Desirable

Experience of:

- Using handyman and DIY skills
- Grounds Maintenance
- Identifying health and safety issues

Competencies relating to this post

PEOPLE FOCUS

Relating to customers

Quickly builds rapport and easily establishes relationships with customers. Relates well to different types of customer; listens and gets on with them.

Communicating orally

Speaks confidently and fluently. Talks at a suitable pace and level. Holds others' attention when speaking.

INFORMATION HANDLING

Problem solving

Identifies potential difficulties and their causes. Generates workable solutions and makes rational judgements.

DEPENDABILITY

Organisation

Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.

Reliability

Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

ENERGY

Customer focus

Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their interests.

Resilient

Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.