



**Job Title: Housing Caretaker**

**Grade: Y4**

**Reports To: Operations Team Leader**

**Number of Reports: Nil**

**Key job element**

The post of Housing Caretaker is a customer focused generic role and the post-holder will be expected to assume duties and responsibilities as required across a range of functions including block cleaning, environmental maintenance and facilities management. Some staff will be site based and allocated a residential block (or blocks) to maintain, some staff will be mobile, and transport will be provided.

- Responsible for the delivery of caretaking services, garden/environmental maintenance and facilities management against agreed timescales and budgets whilst complying with all legal requirements of health & safety, and other relevant legislation
- Responsible for carrying out home safety visits (training will be provided), and undertaking accompanied viewings with prospective customers
- Responsible for ensuring sites are safe and clean at all times complying with relevant health and safety legislation
- Ensure service deliver is undertaken in accordance with corporate strategies, policies and procedures, and is fully compliant with relevant legislation
- Responsible for ensuring work is carried out to agreed standards and to the satisfaction of customers

**Person specification**

This area focuses on skills/ knowledge required in the role.

**Essential Criteria**

- Relevant knowledge in caretaking, grounds maintenance or facilities management or equivalent
- Experience of providing excellent customer service to both internal and external stakeholders
- Knowledge of standards and regulations applicable to areas of work
- Able to use provided hand tools, power tools or cleaning machinery (training will be provided)
- Ability to work across a number of sites where required
- Ability to carry out home fire safety visits (training will be provided) and undertaking accompanied viewings with prospective customers
- Able to carry out basic repairs including unblocking refuse chutes, minor repairs and re-lamp lights (training will be provided)
- Able to work outdoors in inclement weather where necessary
- Able to work at height, and low level, and able to lift, carry and move equipment, and utilise
- Ability to identify, evaluate and develop opportunities to expand and improve the efficiency of all operational services
- Committed to continuously improving and delivering high quality services
- Good organisational skills, and able to plan and prioritise and think clearly and decisively within

- the working environment
- Ability to deliver services that uphold the requirements of the Equality Act, Safeguarding policy and Dignity at Work policy
- Competent user of range of technical and IT equipment and software required to carry out role
- Assist other YHN services as required

Desirable Criteria

- Experience of working in a caretaking, gardening or construction environment
- Possesses and maintains a valid driving licence and is willing to drive as required by role

**All employees are expected to be flexible within the scope of the role**

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

*We expect our people to demonstrate the following behaviours:*

**Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

**Be amazing – we'll exceed expectations**

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what’s best
- Prepared to challenge constructively
- Open-minded, tries to say ‘yes’ more than ‘no’
- Supports and promotes change

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude