

Person Specification

Job Title: Housing Caretaker
Grade: N4
Reports To: Operations Team Leader
Number of Reports: Nil

This area focuses on skills and 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
- Able to carry out home fire safety visits (training will be provided) and undertake 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 NCC 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**