**Manchester City Council**

**Role Profile**

**Caretaker (High-rise), Grade 4**

**Housing Service, Neighbourhoods Directorate**

**Reports to: Caretaking service Manager**

**Job Family: Facilities**

**Key Role Descriptors**

The role holder will contribute to the goals of the team through the provision of high quality and responsive facilities management service, acting in a professional and helpful manner as an initial point of contact for customers.

The role holder will undertake a range of tasks and routine operations to ensure the organisation, security, collection or delivery of resources to meet the needs of the service.

**Key Accountabilities**

Deal efficiently and courteously with enquiries from members of the public and internal customers providing effective and accurate information, using initiative to resolve queries at the first point of contact, and escalating queries where appropriate.

Maintain locations to agreed safety and security standards in accordance with service objectives, conducting safety checks and inspections, undertaking basic maintenance to resolve problems at the first point of contact, and general cleaning duties, including the use of tools where required.

Undertake management of financial resources to ensure an efficient and cost effective service for all customers, adhering to financial regulations.

Update and extract information from management information systems accurately and competently as required.

Work collaboratively with colleagues to ensure safe working environments and safe working practices, maintaining the security of buildings, vehicles and other resources.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Key Responsibilities:

* Ensure the building(s) and grounds are cleaned and maintained to a high standard, including management of repairs in communal areas
* Manage the health & safety of the building(s), ensuring relevant risk assessments are undertaken
* Provide a high quality, responsive and customer-focused service to residents.
* Provide flexible and responsive cover over multiple sites
* You will be a responsible key holder and will ensure the safety a security of the building is managed effectively at all times.
* Provide a high-quality cleaning and janitorial service to all communal areas, including landings, stairs, lifts, store rooms, bin chute areas, bin room etc.
* Carry out regular inspections of general service areas e.g. lifts, communal entrance, stairs, machinery rooms etc. Maintain safety records and report repairs to repairs contractors via the Customer Contact Centre.
* Undertake continuous fire risk assessment of the building and ensure passive safety systems (e.g., fire doors) are effective. Ensure that all checks are recorded, and fire and safety issues are escalated when required.
* Follow up / chase repairs to ensure they are completed promptly. Report and progress repairs for disabled or elderly tenants or in cases of emergency.
* Request surveyors to attend the building(s) if repairs are non-standard or difficult to diagnose.
* Ensure communal gardens and green spaces are maintained by liaising with the gardeners and promoting voluntary resident involvement, in communal gardening at the scheme
* Act as a representative of Manchester city council when any major works are being completed at the scheme. Liaise with contractors to ensure work is completed with minimum of disruption to residents and safe working practices are observed.
* Establish a good working relationship with the Local Housing team to ensure that all environmental and neighbourhood issues are dealt with promptly.
* Maintain the forecourt, car park and grounds of the building.
* Ensure bin areas are maintained to highest standards and bins emptied regularly, blockages addressed, and bulky items are moved / stored appropriately until collection and removal is arranged.
* To be responsible for the opening and operation of laundries, (where applicable) and report any repairs.
* To provide a basic security presence for the block, be familiar with the operation of CCTV and report incidences of ASB to the local housing team. Provide witness statements as required.
* Maintain accurate records of repairs, servicing, weekly and periodic checks and provide tenants with regular information via communal notice board / leaflet rack / tenant’s meetings. Ensure periodic legionella checks are undertaken and recorded.
* Participate in resident meetings as and when required.
* Be a first point of contact for the residents of the building(s) and assist with any enquiries where possible or ‘signpost’ to the relevant services.
* Promote resident involvement and engagement by informing residents about services and events organized by Manchester city council.
* Provide cover in the absence of other Caretakers within the service.

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* Maintain an awareness and observation of Fire and Health & Safety Regulations and good practice requirements throughout the company.
* As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.
* Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the CEO or EMT.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

**Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, allocate time and energy according to task complexity and priority.

**Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.

**Creative Skills:** Ability to think creatively and provide solutions to problems. Has the ability to develop new approaches to finding solutions outside of existing parameters.

**ICT Skills**

Ability to set up and maintain effective systems to manage and retrieve information.

Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

**DBS required for working on site**