

Job Profile - Caretaker

Job Title: Caretaker

Job Grade: Level 2, Zone 1

Salary Range: £29,413 - £31,529

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

Camden's Caretaking Service plays a significant role in Housing Management's ambitions for creating and maintaining a safe community/estate to support the health and wellbeing of residents. The role supports this by providing a visible presence and trusted service in the delivery of a flexible, responsive high quality caretaking service on our housing estates and the small number of street properties who receive this provision. Ensuring a high standard of cleanliness to internal elements of residential buildings in addition to the external areas within the parameters of an estate.

The service also involves a wide and varied range of responsibilities that includes overseeing the performance of waste management, grounds maintenance and managing health and safety issues, working with the Council's various service teams and contractors through to supporting first responders in any given emergency. This service is further complimented by the resident staff who in addition to their role, provide an out of hour's emergency service at night and at weekends.

Caretakers are highly valued by residents who perceive them as the face of the Council and the first line of contact for advice and support by members of the community. In particular, those residents who choose to live independently yet require additional support via the Caretaker offer.

Flexibility to adapt and make informed decisions in challenging situations is critical for this role. The post holder will be required to work creatively and effectively alone, with their team colleagues, officers and other stakeholders to maintain high quality customer outcomes and able to influence this process.

About you

- Ability to work independently with minimum supervision and as part of a team.
- Basic IT and associated skills.
- Experience of prioritising and planning conflicting workloads on a regular basis in order to meet deadlines and set targets. Ability to undertake project work such as painting, jetting and specialist cleaning as directed by your line manager
- Experience of communicating effectively both verbally and in writing with residents, contractors, colleagues, elected members, contractors etc.
- Ensuring that customer care standards are adhered to at all times.
- Ability to undertake manual handling duties and store equipment safely after use and other physical demands required of the role on a daily basis.
- Ability to carry out health and safety inspections of building and take appropriate action. Requirement to attend and participate in training programmes suitable to the post for example; health and safety, Control of Substances Hazardous to Health (COSHH), Safeguarding and Manual Handling etc.
- Ability to move refuse bins/heavy items for bulk storage if required, which can be physically demanding. Ability to drive a tug to transport refuse bins to a collection point if required. Training provided where necessary.
- Full current UK driving licence is desirable

Work Environment:

- The role entails regular exposure to unpleasant conditions and on occasions, hazardous materials requiring prompt action to arrange their removal from site. Work is undertaken predominantly on various sites on Estates around the borough although

working within an office environment will be necessary for carrying out administrative functions/attend meetings as instructed by the line manager

- Access to some parts of buildings may require use of a ladder or working in confined areas.

People Management Responsibilities:

There are no management responsibilities

Relationships:

- The post holder will be required to work with their line manager and team colleagues, officers and other stakeholders to maintain high quality customer outcomes and able to influence this process by building working relationships with residents and our service users.
- The post holder will be in contact with the following on a regular basis in order to carry out the main duties and responsibilities of their role: Tenants/leaseholders; Council officers; Emergency services e.g. Metropolitan Police; Contractors; Elected members: External providers

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.