

**Job Title: Caretaker**  
**Job Grade: L2, Z1**

## **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.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

## **About the role:**

As a caretaker you will play a vital role in keeping our communal areas clean and safe. We provide a visible and trustworthy presence on our estates and blocks that have a communal space, and we have a unique relationship with our residents in ensuring our neighbourhoods are places that people are proud to call their home.

## **Example outcomes or objectives that this role will deliver:**

- As caretaker you will be responsible the delivery of day-to-day services on our estates working closely with your team and neighbourhood housing officers.
- Our residents highly value caretakers, seeing them as the face of the Council and the first point of contact for advice and support. Often caretakes will be the first to know of an issue and working closely with neighbourhood housing officers mean that we are able to be proactive in dealing with any issues early on.
- The role requires individuals who enjoy working with residents and engaging with various people across the local authority. You need to be able to manage a physically demanding job that offers all the challenges of living and working in an inner London Borough.

## **About you**

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people, as early as possible.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents.

**You take a caring approach:** You listen, understand and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

### **Skills Framework:**

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, wellbeing, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

- 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 to meet deadlines and set targets. Ability to undertake project work such as painting, jetting and specialist cleaning as directed by your line manager.
- Good verbal and written communication skills
- Understanding what 'good' looks like and taking pride in the work you do in line with our service standards.
- Ability to undertake duties such as manual handling and working from heights and store equipment safely after use and other physical demands required of the role daily.
- 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.
- Proactive management of key areas within your block or estate, reporting any issues promptly through appropriate channels e.g. blocked bin chutes
- Ensure any policies relating to the management of our communal areas are managed e.g. fire safety by ensuring that appropriate steps are taking to remove items in line with that policy to a suitable place for collection.
- Ability to operate machinery such as tug vehicles following suitable training.
- Report and remove offensive graffiti from communal areas.
- Full current UK driving licence is desirable.

## **Key relationships**

The postholder will:

- be required to work with their line manager and team colleagues, officers and other stakeholders to maintain high quality resident focussed outcomes.
- engage constructively and respectfully with residents and colleagues to build relationships.
- regularly engage with tenants/leaseholders, council officers, emergency services (e.g., Metropolitan Police), contractors, elected members, and external providers to fulfil their main duties and responsibilities.

## **Work environment**

The postholder will:

- work 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.
- This role involves regular contact with residents, visitors and council employees so requires individuals who are familiar with providing services in a residential setting.
- Access to some parts of buildings may require use of a ladder or working in confined areas.

- There is also a requirement for resident caretakers to provide support out of hours in an emergency via our Emergency Telephone Service rota.

### **People management responsibilities**

No people management required for this role.

### **Over to you**

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

### **Is this role politically restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity and inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C**