

Temporary Accommodation (TA) Caretaker Job Profile

Job title: Temporary Accommodation Caretaker

Grade: Level 1 Zone 2

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:

This is a critical role within the TA operation, creating and maintaining a safe accommodation environment 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 across our TA portfolio. Ensuring a high standard of cleanliness to the internal and external elements of residential buildings.

The role will work closely with TA colleagues as a team to deliver a collective effort and ensure our TA accommodation portfolio remains Health and Safety compliant.

The role will assist the service to improve the turnaround of empty properties. The caretaker will assist to meet challenging targets to ensure void properties are cleared and cleaned and minor works undertaken to expediate the re-letting process.

Example outcomes or objectives that this role will deliver:

- Our buildings to be a clean and a safe environment for people to live and work in, and the caretaker will play an important part in achieving this.
- Ensuring communal areas are kept clean and clear and free of any hazards which could cause an accident or is blocking an exit.
- Assist visitors and contractors to the building, ensuring records are maintained and security of the building is maintained.
- To assist colleagues, meet the Council's obligations with emergency decants and transfers.

- Working collectively with the team to ensure that our buildings and properties remain health and safety compliant.
- To offer advice, guidance, and support to residents, with regards to housing services, temporary accommodation, and social housing.
- To comply with all relevant policies, procedures and working practices, including equal opportunities, domestic abuse, racial and sexual harassment, transfers between dwellings and responding to emergencies.
- To attend such training courses as required to fulfil the duties of the post and to enhance performance appropriate to the needs of the service.
- To carry out other duties consistent with the job purpose as may arise from time to time.

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:

Ability to work independently with minimum supervision and as part of a team.

Experience of prioritising and planning conflicting workloads on a regular basis in order to meet deadlines and set targets. Ability to undertake work such as painting, minor repairs and specialist cleaning to a good standard.

Experience of communicating effectively both verbally and in writing with residents, contractors, colleagues, elected members, etc.

Ensuring that excellent 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 eg. health and safety, Control of Substances Hazardous to Health (COSHH), Safeguarding and Manual Handling etc.

Technical Knowledge and Experience:

You should have knowledge and understanding of the control of substances that are Hazardous to Health (COSHH regulations) and how to use and store cleaning products safely. It would be very useful if you also had previous training, experience or knowledge of the standards used by the British Institute of Cleaning Science (BICS), or other recognised standards (e.g. the NHS standards). You would also be required to undergo a range of training and mandatory training arranged by Camden that all employees have to complete.

Working in this frontline role, with vulnerable clients, you should have excellent communication and interpersonal skills

Physical fitness and ability to lift heavy objects and perform manual labor

Experience of performing basic repairs and maintenance tasks as required

An enhanced DBS is required to work at our hostel locations.

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 create change where change is needed, rather than waiting for change to happen and reacting to it.

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. If there is something you can't help with, you will find someone who can.

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. You know that residents are the experts on the housing and services they want and need, and you make sure they are heart in the work that you do.

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.

Key relationships

The postholder will work proactively and collaboratively with colleagues within the organisation, property providers, registered providers and those supporting residents throughout the rehousing process to ensure the Council meets its statutory obligations and customers receive the best possible overall service.

Work environment

The postholder will be expected to work across the TA portfolio which is located both within and outside of the LB of Camden.

The post holder may occasionally be required to work at weekends, early mornings or in the evenings.

Post holders are expected to work on their own where it is safe to do so and have regard to the Council's lone working policies working with colleagues and partner agencies where appropriate.

People management responsibilities

The role will not have management responsibility.

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). 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