**Capsule Supplementary Information: Caretaking Support Manager**

**This supplementary information for Caretaking Manager is for guidance and must be used in conjunction with the Job Capsule for Job Family: Housing Management: Level 5 Zone 2**

**Camden way category**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Estate Management, in particular the Caretaking Service, plays a significant role in Housing Management’s ambitions for creating and maintaining safe communities/estates 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 Caretaking Service is highly valued by residents who perceive it 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 Caretaking offer, including the out of hours emergency cover provided by a number of resident staff. This offer has also evolved to include a wide and varied range of roles to support both the service and residents as demands have grown. Equally, the service is pivotal in supporting resident platforms such as Tenant and Residents Associations and other resident forums, in their ambitions to build communities and overcome environmental obstacles. The relationship we have with our residents is, therefore, a key proprity that following the redesign of the Caretaking Service, has ambitions to enhance this relationship further.

The Caretaking Support Manager is a new leadership role created to support managers in the delivery of the these ambitions. Specifically to design and introduce a supporting range of cleaning and performance principles that both staff and residents can identiy with. These principles are predominantly to support the delivery of a consistently high standard of cleanliness to internal elements of residential buildings, in addition to the external areas within the parameters of an estate or property across the borough. The aim is to also involve interested stakeholders in this process.

To achieve a consistent service, the Caretaking Support Manager will also be responsible for profiling cleaning standards across the borough taking into account the condition of the stock and other associated barriers that could impact upon the desired level of service achieved. The aim is to determine whether alternative measures need to be programmed, either through external sources or project work by staff or other factors that can be managed by the appropriate manager. This will require working creatively and effectively together and, with colleagues, senior officers and other stakeholders across organisational boundaries, to provide an integrated and efficient delivery of services and quality outcomes.

This post will be crutial in developing our new Caretaking Service over the next two years and for identifying and introducing pocesses to enable managers to work effectively as the service expectations continue to expand and the environmental factors becoming increasingly challenging. This will involve crating a central point of collection data to support managers with accurate and timely information.

This is a fast paced, high profile role that requires an individual who understand Camden’s communities and the needs of residents, is able to build relationships and work with the community and government partners while holding Member confidence. The successful candidate will be comfortable with ambiguity, be creative and innovative in their problem solving, and able bring people with you.

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

* To provide leadership within the Estate Management Group to develop and sustain a service to meet the required standards applicable for high quality outcomes duties within a specified working environment.
* An understanding of our resident’s contextual needs and those presenting within a given community.
* Proactively work with colleagues and partners to deliver the Council’s ambitions for its stock by either identify areas in need, support any programme of works or via restorative work such as programming project work to be undertaken by caretakers.
* In conjunction with colleagues in Community Safety and partner organisation, address anti-social behaviour problems in the area and make a major contribution towards improving local community safety/Senior Neighbourhood Teams/Mental Health Trust and Adult Social Care.
* Strategically influence service and resident functions and co-ordinating to work to a common purpose for Camden’ residents
* Providing developmental leadership across the Caretaking teams to develop and sustain a high wuality servce designed to meet what matters to residents.
* Identify and comply with the delivery of fire safety initiatives through data recording/monitoring and provision of analysis.
* Drive through continuous improvement, identify trends and unblock barriers that may impact upon the delivery of the service.
* Changing and adapting processes to reflect demands upon the service, avoiding duplication and financial risk.
* To support managers and the Head of Service with a commitment to make decisions based on evidence data about type and frequency of resident demands,related barried to blockages and standards.
* Understanding and knowledge of how demands upon the service can impact upon budget management.
* To ensure we meet our statutory obligations as a landlord to keep our commnites and residents safe.

**People Management Responsibilities:**

* The Caretaking Support Manager will have direct line management resonsibility for up to 10 staff who in turn are responsible for a number of individual areas of work and support to Caretaking colleagues; including recycling, windowcleaning, safer housing caretaking, etc.
* The post holder will report to the Head of Service
* Supporting Principal Caretaking Managers to ensure an effective service is delivered.
* It is expected that the post holder will provide managerial support to other staff if necessary and work closely with the managers to drive through service improvement.

**Relationships:**

* Keeping managers from across the service informed and up to date on progress with the programme and particularly information/report update, ensuring they know when keep pinch points and pressures are likely to occur and impact on their teams.
* Support and work with the Head of Service. It is critical that the post holder knows when to escalate key strategic or politically sensitive information.
* This role is high profile, the relationships are sensitive and nuanced. Strong partnership working and stakeholder management is a critical requirement of the post.
* Required to demonstrate interpersonal skills to lead manage and motivate others to ensure the delivery of a high quality service to our residents.
* To identify patterns in barriers and obstacles to the work and address these through working collaboratively with peers and senior colleagues.
* The ability to listen and communicate effectively with tenants/leaseholders and able to deal with sensitive issues that arise
* To build working relationships with residents and users of our service.
* 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 job:
* Tenants/leaseholders;
* Council officers;
* Emergency services
* Contractors;
* Councillors; and
* External providers.

**Work Environment**

* The post holder will be based at 5 Pancras Square but will be expected to regularly visit areas in Camden. The role may require attendance at evening and weekend meetings/events.

**Knowledge and Experience:**

* Ability to lead and inspire staff to enhance their capability to achieve the ambitions of the role and given area of responsibility.
* To listen and understand the needs and pressures of individual workloads and sensitively work with staff to manage identified issues.
* Community awareness and acumen to head up complex conversations with Camden’s impacted communities.
* Excellent stakeholder management skills.
* Understanding of current public policy issues.

**Desirable:**

* Full current UK driving licence not necessary but desirable

**Essential:**

* Demonstrable experience of management and monitoring expertise operating at a similar management level.
* Understanding and have a record of success in developing improved performance standards.
* Possess strong organisational and project management skills and management of large and/or complex projects.
* Ability to produce and present clearly articulated, well structured, concise reports including the analysis quantitative data.
* Ability to demonstrate interpersonal skills to lead manage and motivate others to ensure the delivery of a high quality service to our residents.
* IT and associated skills. Responsible for writing detailed incident reports of occurrence’s, investigating and writing responses to member enquires and other associated work. To progress HR processes where appropriate.
* Experience of prioritising and planning conflicting workloads on a regular basis in order to meet deadlines and set targets.
* 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.
* Demonstrable experience of management and monitoring expertise operating at a similar management level.
* Possess strong organisational and project management skills and management of large and/or complex projects.
* Ability to produce and present clearly articulated, well structured, concise reports including the analysis quantitative data.
* Ability to demonstrate interpersonal skills to lead manage and motivate others to ensure the delivery of a high quality service to our residents.
* Excellent literacy and numeracy skills

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>