**Capsule Supplementary Information: Safer Housing Caretaking Team Lead**

**This supplementary information for Safer Husing Caretaking Lead is for guidance and must be used in conjunction with the Job Capsule for Job Family: Housing Management: Level 4 Zone 1**

**Camden way category 4**

**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 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 support 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 Caretaker offer. Equally, the role is pivotal in supporting the service in their ambitions to build communities and overcome environmental obstacles.

The Safer Housing Caretaking Lead, will have responsibility for the Safer Housing Caretaking Team consisting of 5 staff, to work collaboratively with colleagues specifically Caretaking Managers and Principal Caretaking Managers to support them in delivering the key principles for a consistently high standard of cleanliness. To internal elements of residential buildings in addition to the external areas within the parameters of an estate. In addition to associated facilities such as sheds, garages and car parking areas. This also includes a wide and varied range of responsibilities that involves managing health and safety issues particularly involving resident and staff safety, identifying, reporting and clearance of hazards, working with contractors through to supporting first responders in any emergency situation.

The post holder is empowered to support these colleagues by working either pro-actively in areas identified as demands or barriers that can inhibit the smooth running of the service through programmed work to prevent failure or other elements that could impact upon service delivery. This will require working creatively and effectively whether independently or, together with colleagues, senior officers and other stakeholders across organisational boundaries, to provide an integrated and efficient delivery of services and quality customer outcomes.

The post is crucial in the promotion of resident safety, including fire safety. By assisting colleagues in the prompt removal of hazards from communal areas will require the post holder to respond flexibly to any given circumstance, using the evidence available, applying sound and creative judgement to make informed decisions especially in often challenging and difficult situations. To devise with colleagues, a programme of project work to compliment the work undertaken by Caretakers to improve standards of cleaning across the borough.

To be responsible for a team of up to 5 staff within the Safer Housing Team in addition to management of the Window Cleaning Team and able to influence their work and performance to produce a consistently high quality service provision. To enable them to work either reactively or through planned initiatives to support and enhance the work undertaken across the borough. To identify gaps in skills or work patterns, and work efficiently to resolve these through recruitment, training, supervision and disciplinary matters as appropriate through the management and continual development of your team.

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

To work within the Estate Management Group and responsible for undertaking all duties within a specified working environment and assist in the delivery of various other projects by the Group in relation to this associated area of work.

An understanding of our resident’s contextual needs and those presenting within a given community.

Work collaboratively with colleagues 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 the team.

To identify trends and issues that may impact upon the delivery of the service. You will also be required to demonstrate interpersonal skills to lead manage and motivate others to ensure the delivery of a high quality service to our customers.

Responsible for the accurate reporting by staff of information /inspection results onto the Council’s IT system/APP. and design services to meet the various demands captured by the data. Identify and monitor contractor performance, capture areas in need of improvement and identify risks.

To ensure staff report and monitor communal repairs and escalate health and safety issues where appropriate

To assist first line responders on site, to provide knowledge of the estate, provide access and in emergency situations where applicable.

To support resident staff delivering the emergency response service outside of normal working hours/weekends to follow through any continuation and accompanying work in addition to any follow on welfare requirements.

**People Management Responsibilities:**

* Managing a team of up to 6 direct reports to ensure an effective service is delivered
* Management and direction of the window cleaning team to ensure scheduled works are undertaken in an efficient and effective
* It is expected that that the post holder will provide managerial support to other staff where necessary.

**Relationships:**

* Responsible for maintaining an overview of current workloads of each member of staff and any specific matters relating to their individual localities to secure a consistent standard and implement effective resolution to any concerns.
* To ensure staff undertake daily health and safety checks of communal areas to ensure they are hazard free from unauthorised objects/storage by residents/contractors etc. by taking prompt action to both record and if necessary, their actual removal from site and evidence gathering if further action required.
* Ensure staff act promptly to escalate concerns to you or relevant services whilst identifying potential solutions to actively learn from the consequences involved.
* To identify patterns in barriers and obstacles to the work and address these through working collaboratively with peers and senior colleagues.
* Flexibility to adapt and make informed decisions in challenging situations is critical for this role.
* 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;
* External providers

**Work Environment:**

* The post holder will be required to be adaptable, working in an environment that is subject to change and conflicting priorities, meeting tight deadlines which can change on a daily basis.
* The post holder will be expected to engage and communicate effectively with residents/colleagues and agencies on site.
* The role entails regular exposure to unpleasant conditions and on occasions, hazardous materials requiring prompt action in arranging their removal from site.
* The post holder will be required to attend meetings where necessary, including evening meetings when required.
* Work is undertaken on site and within an office environment for carrying out administrative functions/attend meetings as instructed by the line manager. Attendance at evening meetings will be required where appropriate.
* Access to some parts of buildings may require use of a ladder and confined work areas.
* To utilise manual handling equipment as required and store safely after use.
* Ability to move refuse bins/heavy items for bulk storage that can be physically demanding.
* To ensure that protective clothing is worn as all times.
* Responsible for writing detailed incident reports of occurrence’s, investigating and writing responses to member enquires, complaints and other associated work. To progress HR processes where appropriate to fruition.

**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.

**Essential:**

* Full current UK driving licence
* Ability to work on both own initiative with minimum supervision and as part of a team.
* Excellent literacy and numeracy skills.
* IT and associated skills.
* 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.
* Ability to undertake manual handling duties on a regular basis.
* Ability to carry out health and safety inspections of building and take appropriate action.

**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>