

Job Profile - Caretaking Manager

Salary range: £37,638 - £43,659

Job grade: Level 4 Zone 1

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.

Role Purpose:

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 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 resident platforms such as Tenant and Residents Associations, in their ambitions to build communities and overcome environmental obstacles.

The Caretaking Manager has the responsibility to deliver the 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 and associated facilities such as sheds, garages and car parking areas. The service also includes a wide and varied range of responsibilities that involves overseeing the performance standards of waste management, grounds maintenance and managing health and safety issues particularly involving resident and staff safety, identifying and reporting hazards, working with contractors through to supporting first responders in any emergency situation.

The Caretaking Manager is empowered and expected to pro-actively identify factors and any barriers that can inhibit the smooth running of the service such as contract failure and develop innovative ways in which to prevent any 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 key principles of resident safety, including fire safety. Through robust reporting and monitoring, ensuring prompt removal of hazards from communal areas that will require the post holder to respond flexibly to the given circumstance, using the evidence available, applying sound and creative judgement to make informed decisions especially in often challenging and difficult situations.

To be responsible for a team of up to 10 Caretakers, and influence their work and performance to produce a consistently high quality of service provision and ability to redesign services from a customer perspective. 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 residents contextual needs and those presenting within a given community.

Work collaboratively with colleagues in the development and implementation of the Community Investment Programme (CIP) to secure efficient flow of services being supported by their introduction.

To 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.

Identify and comply with the delivery of fire and resident safety initiatives.

To identify trends and issues that may impact upon the delivery of the service.

Responsible for the accurate reporting by staff of information /inspection results onto the Council's IT system/APP's. 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 10 direct reports to ensure an effective service is delivered
- It is expected that that the postholder will provide managerial support to other staff if 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 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.
- 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.
- 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 at all times.
- 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 through 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.

Desirable:

- Ability to drive a tug to transport refuse bins to a collection point if applicable.

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.

Resident Staff

The Caretaking Service not only supports but actively contributes to the Council's emergency provision through a number of residential staff. It is these staff who, in addition to their substantive role, receive rent free accommodation in exchange for providing an out of hours emergency service at night and at weekends.

There are additional examples of outcomes or objectives that this role will be expected to deliver are as follows:

- To reside in rent free accommodation as your sole residency, in an area designated by management based on specific needs within a given community, to enable the delivery of an emergency response service outside of normal working hours/weekends to assist residents and work with emergency services and first responders.
- To assist / provide the Supporting People Out of Hours Emergency Response Service. You will be required to coordinate the Out of Hours Rota to ensure that the rota is covered at all times for your area, and that you manage the expectations of resident staff within your team.
- As a Resident Officer you will be required to participate in the Out of Hours Emergency rota once every 5 – 8 weeks, and on occasions more frequently in the absence of colleagues or service demands. Shifts commence on Friday at 17.00 until 23.00, Saturday and Sunday from 08.00 to 23.00 and Monday to Thursday at 17.00 until 23.00. Any call out's are included within the allowance of the rent-free accommodation.
- In addition, when not on the rota you will be expected to carryout basic checks such as lighting, bin rotations / refuse, and any health. Safety or potential hazards in or around your block / estate.

- In the event of a major emergency you will be expected to assist your out of hours colleagues, and this may entail assistance in another area.
- Other duties include:
 - Providing information or assistance by phone or out on site, when the offices are closed.
 - Attend site when requested to assess the severity of the emergency report such as: water leaks, power failure, risk to life or limb, public relations etc., anti-social behaviour.
 - Advise on anti-social behaviour, rough sleeping, vandalism, bin rotations and block lighting.
 - To be available when required, excluding periods of annual leave or sickness absence.

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

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 & 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.