

Job Profile – Principal Caretaking Manager

Job Title: Principal Caretaking Manager

Job Grade: Level 4 Zone 2

Salary Range: £42,687 - £49,515

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. Our Caretaking Service plays a significant role in Camden's ambitions for creating and maintaining a safe community to support the safety, health and wellbeing of residents.

About the role

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 Principal Caretaking Manager is a leadership role responsible for identifying barriers to effective working, establishing potential causes and find innovative ways in which to deliver service principles. These principles are predominantly the provision 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 in addition to a varied range of responsibilities that involves; overseeing the management of staff, the performance standards of cleaning, 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.

To be responsible for a team of Caretakers Managers to ensure they are responsive in meeting residents demands as the first point of contact and able to design creative solutions to resolve the issue in question whilst reducing issues that may impact upon service delivery. The post holder will also be influencing 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. 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 customer outcomes.

The post is essential 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.

This post is crucial in developing the service and effective in making strategic decisions with you team, colleagues, elected representatives and residents to achieve the desired outcomes by taking creative and thoughtful approach.

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.
- 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 safety initiatives.
- Ensure continuous improvement is maintained to identify trends and unblock barriers that may impact upon the delivery of the service.
- Responsible for your teams accurate reporting 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.
- Changing and adapting processes to reflect demands upon the service, avoiding duplication and financial risk.
- Required to demonstrate interpersonal skills to lead manage and motivate others to ensure the delivery of a high quality service to our residents.

- 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.

About you

- 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.
- 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.
- Excellent literacy and numeracy skills
- 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.
- Ability to carry out health and safety inspections of building and take appropriate action.

Work Environment:

- Able 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.

- Have the ability to engage and communicate effectively with residents/colleagues and agencies on site.
- Attend meetings where necessary, including evening meetings when necessary.
- Work is undertaken on site and within an office environment for carrying out administrative functions/attend meetings
- Maintain the safety of staff by maintaining the wearing of the required protective clothing at all times.

People Management Responsibilities:

- The post holder will report to the Head of Service
- Managing a team of 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 Caretaking Support Manager to drive through service improvement.

Relationships:

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

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

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.

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,