

Job Profile - Support & Response Operative Lead

Job Title: Support & Response Operative Lead

Job Grade: Level 2 Zone 2

Salary Range: £32,228 - £34,565

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.

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 Support & Response Team (CSR) has been designed to support Caretaking colleagues undertake specific demands of their role such as removal of hazards, removal of stored items, seasonal/project work etc. that often involves the Caretaker working away from their designated area, whilst contributing to the improvement of quality and cleaning standards and performance across the borough. This work will be delivered on a reactive and programmed basis.

The post holder will 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. Including 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. Flexibility to adapt and make informed decisions in challenging situations is critical for this role.

Example outcomes or objectives that this role will deliver:

- The post holder will be responsible for the supervision of a small team facilitating work programmes and actively participate in the team's duties
- Responsible for maintaining an overview of current workloads and performance of each member of staff and any specific matters relating to their individual localities to secure a consistent standard of work and implement effective resolution to any concerns.
- Ensure staff are able to comply with health and safety legislation to ensure their workplace is hazard free and a safe environment for themselves and team colleagues. Assist in health and safety inspections to ensure they are hazard free from unauthorised objects/storage by residents/contractors, authorised occupancy etc. by taking prompt action to both record and if necessary, their actual removal from site.
- Act promptly to escalate concerns to the line manager and share experiences and knowledge with colleagues
- To identify trends and issues that need to be raised at Team meetings related to delivery of this work, health and safety and any other issues that may impact upon the delivery of the service
- Required to assist in the delivery of various other projects by the Estate Management Group in relation to this area or associated area of work.
- Identify and comply with the delivery of fire safety initiatives and those reflected in Fire Risk Assessments (FRA's) specifically for Estate Management.

About you

- Ability to lead and inspire staff to enhance the ambitions of the role and given area of responsibility. To listen and understand the needs and pressures of workloads and sensitively work with staff to manage identified issues
- Full current UK driving licence is desirable

- Ability to work on both own initiative with minimum supervision and as part of a team
- Basic 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 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.

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 and in locations as instructed across the borough. The role entails regular exposure to unpleasant conditions and on occasions, hazardous materials requiring prompt action to arrange their removal from site. Undertaking project work such as painting, jetting and specialist cleaning as directed by your line manager.
- The post holder is required to work 36 hours per week ensuring a presence between the core hours between 08.00 and 16.00. The post holder may be required to work occasionally out of hours and at weekends and attend meetings when necessary.
- Work is undertaken predominantly outside on various sites around the borough although working within an office environment may be necessary for carrying out administrative functions/attend meetings as instructed by the line manager
- Access to some parts of buildings may require use of a ladder or working in confined areas.
- To promote a positive corporate image and for your own safety and welfare, ensure that the Council provided personal protective equipment (clothing), is worn at all times. To ensure all personal protective equipment is available to use at all time.
- To attend and participate in training programmes suitable to the post for example; health and safety, Control of Substances Hazardous to health (COSHH), Safeguarding and Manual Handling etc.

People Management Responsibilities:

Responsible for supervision of CSR Operatives

Relationships:

The post holder will be required to work with their line manager and team colleagues, officers and other stakeholders to maintain high quality customer outcomes and able to influence this process.

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.