

Role profile

Job Title:	Caretaker	Grade:	4
Department:	Estate Services	Post no.:	P0
Directorate:	Housing and Environment	Location:	Borough wide

Role reports to:	Senior Caretaker
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To provide caretaking and cleaning services to a high standard as detailed in the schedule of works and as directed by the Senior Caretaker / Team Manager whilst working on an individual patch or as a member of a team.

Key accountabilities

- To work as part of a team carrying out all caretaking and cleaning duties to a high standard and to be the front point of contact promoting good relations between Ealing Council and its residents.
- To carry out the following duties in accordance with the work schedule or as directed by the Senior Caretaker / Team Manager
- Cleanse all communal staircases, access balconies, landings, corridors, window ledges and any similar areas.
- Cleanse passenger lifts, cleaning door channels as appropriate.
- Cleanse grounds, forecourts, paved areas, yards, steps, playgrounds, as far as accessible.
- Supplement the service provided by the Council's Street Cleansing contractor by removing litter from grounds, forecourts, paved areas, yards, steps, playgrounds, grassed areas, flower beds and shrubberies as far as accessible
- Clean glass in communal doors and windows.
- Spot clean walls and skirting boards in communal areas as appropriate.
- Arrange for the removal of bulk refuse and fly tips by contacting the appropriate person/contractor.

- Help the Bulk Driver to load heavy items when clearing bulk refuse & fly tips from site (where required)
- To ensure and be responsible for clearing spillages in areas accessible to tenants, staff and members of the public.
- To keep passages and staircases properly illuminated and free from obstruction, replacing light bulbs, cleaning lamps and covers and immediately reporting failures.
- Ensure all bins are pulled for the purposes of refuse collection (where necessary).
- To remove all excreta from within buildings as identified, in a safe and appropriate manner.
- To remove excreta from external areas that could otherwise be brought into the building or prevent grass cutting being carried out.
- To carry regular inspections of all communal areas to ensure that access ways, garages areas, intake rooms, pram sheds, drying areas, entry phones, where provided, entrance ways, landings and stairs are free of hazards and report any such defects such as repairs, graffiti, abandoned vehicles and pests to the Senior Caretaker / Team Manager.
- To keep refuse chutes and hoppers clear of obstruction interchange refuses bins and containers as may be necessary or replace plastic sacks in holders where appropriate. Deal with any spillages in the bin and sack rooms and bagging up excess refuse. Cleanse and disinfect all hoppers and refuse chambers as required by the schedule of work or as directed by the Senior Caretaker / Team Manager.
- To carry out tasks to make safe and minimise danger, e.g. remove broken glass from window or doorframes.
- To respond appropriately to requests from residents, Senior Caretakers, or Team Managers both within the normal working day and outside normal working hours in case of emergency. To deal as appropriate with any emergency and when necessary, telephone the emergency services and duty officer.
- To remove graffiti that can easily be removed in the course of carrying out normal cleaning duties and to report all other graffiti to the Senior Caretaker / Team Manager.
- To keep a look out for all signs of anti-social behaviour and report to the Senior Caretaker/ Team Manager. To act as the council's witness of anti-social behaviour as required.
- Where lifts are installed, staff are required to carry out the cleaning tasks required, inspect the compartments and lift rooms daily and to familiarise themselves through training and guidelines with safety precautions to be taken, should any emergencies arise in accordance with health and safety safe working practices. Any defects to be reported immediately.
- To supplement the service provided by the Council's Street Cleansing contractor by undertaking snow clearance from footpaths, balconies, walkways and any other vulnerable areas and to spread salt or grit to these as appropriate at times required during the year, as directed by the Senior Caretaker or Team Manager.
- To supplement the service provided by the Council's Street Cleansing contractor by undertaking leaf clearance from communal areas at times

required during the year, as directed by the Senior Caretaker / Team Manager.

- To visually inspect playground areas, report H&S issues to Repairs and maintain a log of items reported.
- To digitally complete all daily tasks on WhiteSpace and any other reasonable documentation required.
- To assemble equipment as necessary and to check, clean and store safely after use. To record any defects to the Senior Caretaker / Team Manager.
- To use machinery as required following appropriate training.
- To report to the Senior Caretaker non-attendance of the Council's Street Cleansing, Refuse, Recycling or Grounds Maintenance contractor leading to issues effecting service delivery to residents and maintain a log of items reported i.e. refuse/recycling not collected/litter picking not carried out on the scheduled day of weekly service; long grass; shrubs not maintained, weeds on hard surfaces areas not cleared monthly.
- To attend staff meetings as directed by the Senior Caretaker/ Team Manager and to actively take part in the Job Performance Scheme.
- To undergo training courses as directed by the Senior Caretaker/ team Manager. This to include training on jet- washing.
- To provide cover for short-term absences of colleagues or at weekends on a rota as directed by the Senior Caretaker or Team Manager.
- To be aware of the scheduled weekly days of service for refuse/recycling collections and street cleansing on the locations which you provide caretaking to
- To deliver letters relating to Estate Services to groups of residents as directed by the Senior Caretaker / Team Manager.
- To accompany other council officers or contractors on site as directed by the Senior Caretaker/Team Manager.
- To promote and adhere to the council's policies on diversity in all respects by delivering, upholding and encouraging the highest Standards of behaviour.
- To undertake other duties with due regards to Health and Safety Legislation and in accordance with the council policy and procedures.
- To carry ID and wear Ealing Council issued uniform at all times while on duty and ensure that this is maintained in a clean condition.
- To undertake other duties and responsibility of a similar nature which reflect the level of those described above that may be required. The post holder may be required to undertake duties at this level elsewhere within the service.
- To ensure all H + S policies, regulations and procedures are understood and complied with at all times.
- To ensure that Risk Assessments are carried out as required and ensure compliance with H + S regulations so that risks are minimised.
- Report and accidents or near misses immediately.
- Ensure that appropriate PPE is worn at all times.
- To identify and report all drug paraphernalia and remove using Sharps

Key relationships (internal and external)

- Internal – colleagues within Estate Services. Representatives from other Council Teams and Services.
- External – Individual residents, Resident Associations, local Police, Safer Neighbourhood Teams, Contractors

Authority level

- People – nil.
- Financial – nil.
- Policy - nil.

Person specification

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

- 1) Experience of Cleaning or Caretaking within a commercial environment.
- 2) A good understanding of quality and customer service issues.
- 3) A good understanding of Health and Safety regulations.
- 4) Ability to communicate effectively with residents, colleagues and third parties.
- 5) Ability to work independently or as part of a team.
- 6) Ability to carry out Health and Safety inspections of buildings and take appropriate action.

Essential qualification(s) and experience

- 1) Ability to read and write in English.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards