Yorkshire Housing

Estate and Environmental Services Caretaker

April 2025



Key information about the role

Estate and Environmental Services Caretaker

Business area:
Homes - PFI

Reports to:
Estate and Environmental Team Leader

Leader of others:
No

Contract type:
Fixed Base - Swarcliffe

Budget holder:
No

Car Allowance:
No

DBS check required:
Yes

About the role

Role purpose

Working proactively to provide an excellent customer focused Estate Management service. This will include maintaining the appearance of the buildings and working to the highest standard of cleanliness, safety and security in the designated areas on the Swarcliffe Estate. Duties will include external repairs to communal and public areas, including tenanted and empty homes. Working flexible you will be responding to reports and requests for services from customers, with a friendly and can-do attitude. Ensuring that you deliver a resolution approach in a timely manner. You will also carry out grounds maintenance and associated works across the Swarcliffe PFI estate including hard landscaping programmes and upgrades as required.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

- Act as a key contact for customers, offering advice and delivering excellent customer service.
- Collaborate with customers on-site to resolve or report repairs creatively.
- Maintain positive relationships with colleagues, contractors, and external stakeholders.
- Conduct routine estate patrols and scheduled inspections, including testing emergency lights and cleaning communal areas.
- Address estate maintenance issues directly or refer appropriately, keeping records of reports and follow-ups.
- Identify and report illegal activity or tenancy breaches with supporting evidence.
- Maintain accurate records of actions taken and referrals across service areas.
- Perform minor repairs across communal areas, gardens, and the estate and ensure footpaths are clear of hazards, weeds, litter, and graffiti.
- Carry out seasonal grounds maintenance, including grass cutting, flower bed care, weed control, and landscaping.
- Maintain communal gardens, involving physical tasks such as lifting, crouching, and working in all weather conditions.
- Prepare void properties and surrounding areas for reletting, including external buildings.
- Occasionally work in unpleasant conditions, such as clearing void properties.
- Operate and maintain grounds equipment (e.g., strimmers, mowers, tractors), completing daily checks as instructed.
- Uphold Yorkshire Housing values by maintaining PPE, uniform, vehicles, and equipment, and reporting issues as needed.
- Undertake minor works such as fencing and general maintenance.
- Perform tree works and mould removal tasks, with appropriate training provided.
- Follow all health, safety, and welfare regulations, including safe machinery use and COSHH compliance.
- Participate in training related to environmental services duties.
- Provide a flexible approach to tasks and adapt to changing work demands.
- Participate in out-of-hours work when required.

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?

The main things:

- Experience working with people in housing, caretaking, building, or estates/facilities management; experience in a similar role is preferred.
- Personal values and approach that align with Yorkshire Housing's values.
- Friendly and approachable manner with tenants and customers, maintaining professionalism at all times.
- Strong communication and interpersonal skills.
- Understanding of Equality, Diversity, and Inclusivity and how it applies to service delivery for customers and colleagues.
- Ability to work both independently and as part of a team, demonstrating flexibility, initiative, and effective workload management.
- Capable of managing workload while maintaining high standards and supporting team members when needed.
- Ability to build strong working relationships with colleagues and partners to drive positive outcomes.
- Confident driver with a current driving licence and ability to operate various commercial vehicles.
- Ability to complete site reports, collate images, and manage associated paperwork.
- Thorough understanding of health and safety regulations and best practices, including safe machinery use and PPE.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Qualification in caretaking, estates/facilities management, building, or a related trade.

Our Yorkshire Housing values

What are they?

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

Create trust

- Do the right thing, not the easy thing
- Be honest and open
- Do what you say.

Be curious

- Think differently
- Ask questions
- Keep learning.

Make it happen

- Own it
- Do it
- Be empowered

Achieve impact

- Do things that matter
- Deliver results
- Show pride and passion.

Have fun

- Enjoy work
- Be yourself
- Stay connected.

