**Yorkshire Housing Role Profile**

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| **Job title:** | Caretaker – 2 roles (West Yorks & South Yorks) | **Leader of others:** | N/A |
| **Reports to:** | Environmental Services Team Leader | **Contract type:** | Permanent |
| **Business Area** | Environmental Services | **Budget holder?** | N/A |

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| **Job purpose** |
| Working proactively to provide an excellent customer focused Caretaker service. This will include maintaining the appearance of buildings and surroundings (gardens) and working to the highest standard of cleanliness, safety and security in the designated areas. Duties will include external repairs to communal and public areas, including tenanted and empty homes. Working flexibly, 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 assist in the identification, investigation and remedy of contractual breaches and will work collaboratively, building relationships with external partners and agencies to resolve issues in line with service level agreements. |

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| **Key responsibilities** |
| * To carry out routine patrols and scheduling inspections. This will include testing facilities like emergency lights, cleaning and maintaining communal areas as well as carrying out ground maintenance work. and emptying void properties. * Act as a key contact for customers providing advice and assistance for customers whilst providing an excellent level of customer service. * Undertake a range of minor repairs to properties and gardens. Ensure that access footpaths are kept free from hazards and/or obstructions, weeds, litter and graffiti. * Respond to other maintenance or management problems, as appropriate, either directly or by referring to the relevant person and keep a record of all such reports and follow up actions where necessary. * You are responsible for identifying, providing evidence of and reporting any illegal activity, tenancy or contractual breaches. * Maintain accurate records of actions taken, matters referred for action and for any other service areas specified. * Ability to organise your own workload and prioritise your work according to deadlines relating to the specific duties of the post and to the relevant service standards. * Provide a flexible approach, adapting work styles to suit a variety of situations and have the ability to adapt to fluctuations in work demands. * Maintain and develop positive and productive relationships with other colleagues, contractors, and external stakeholders |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Experience working with people within a housing, caretaking, building or estates/ facilities management / experience in a similar role is preferred * Strong verbal and written communication skills and excellent customer care skills * Ability to manage own workload * Able to work as part of a team, willingness to work flexibly and on your own initiative. * Confident driver and ability to drive various size commercial vehicles and have a current driving licence. |
| **It would be a bonus if you have:** |
| To be successful in this role you need to be friendly and approachable to our tenants and customers and keep professional at all times; you will need to take ownership of and be proactive in dealing with any day-to-day issues that arise. Able to form good working relationships with our colleagues and partners to ensure that you make things happen and achieve impact. You need to manage your workload whilst ensuring standards are met and support colleagues when needed. |
| **Our values:** |
| 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.  **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.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |