

<b>Job title:</b>	Estate Services Caretaker	<b>Leader of others:</b>	N/A
<b>Reports to:</b>	Estates & Environmental Services Manager	<b>Contract type:</b>	Mobile
<b>Business Area</b>	Estate and Environmental Services	<b>Budget holder?</b>	N/A

### Job purpose

To work flexibly and proactively providing a focused estate caretaking management service. This will include monitoring and maintaining the physical appearance of the schemes, buildings and other designated areas within the Yorkshire Housing portfolio.

To work within specified service standards, with emphasis on communal and public areas health and safety, responding to reports and requests for services from both internal and external customers.

To carry out patrols and minor repair works such as external repairs to communal and geographical areas with an element of repairs in customers home.

### Key responsibilities

1. Carry out routine patrols, inspections and adhering to testing frequencies for communal facilities. Maintain a visible presence in the designated area, identifying where actions are required and carrying these out as appropriate (including taking emergency actions where required) and within specified standards. This includes removal of snow and gritting when necessary.
2. Responding to first fix repairs ensuring cleanliness, safety and compliance and reporting complex repairs via YH customer's service centre or seeking advice and guidance from the facilities manager or other members of estate services team.
3. Keeping designated geographical areas clean and tidy by e.g. removing graffiti, clearing litter, glass, sharps, other dumped items and obstructions.
4. Provide a first class service across the geographical spread of Yorkshire. Helping out when required to ensure all areas reach standards of excellence.
5. Reporting failure of third party services which affect customers to the appropriate agencies, e.g. the local authority for street lighting and following up on actions where appropriate.
6. Undertaking a range of minor repairs and repairs inspections to communal blocks and geographical areas, occupied and empty homes which will include but not be confined to:

Joinery: e.g. changing locks, easing doors, renewal of door furniture, re-fixing and renewing fencing/posts

Plumbing: e.g. fitting new taps, changing washers,

General: e.g. clearing out empty homes, clearing gardens/garden maintenance and some redecoration works.

Groundwork's – e.g. reporting/repairing trip hazards.

7. Identify, gather evidence, report and act on any illegal activity, tenancy or contractual breaches such as fly-tipping, abandoned or illegally parked vehicles as per YH policies.
8. Act as a contact for customers, responding to queries and requests either directly or indirectly via other partners.
9. Respond to other estate maintenance issues, as appropriate, either directly or by referring on to the relevant person and keep a record of all such reports and follow up actions where necessary.
10. Provide sign posting assistance to customers. Respond to incidents that could be classed as emergencies and which may affect safety, security or wellbeing of customers and/or property.
11. Audit the performance of contractors and bring to the attention of the facilities manager any instances where standards or schedules are not being maintained. On occasions it may be necessary for the post holder to carry out cleaning duties to resolve issues promptly.
12. At all times maintain accurate records of actions taken, matters referred for action and for any other service areas specified.
13. Ensure the requirements of data protection legislation are complied with in carrying out duties for this post.
14. Ability to organise your own workload and prioritise works according to deadlines relating to the specific duties of the post and to the relevant service standards.
15. Maintain and develop positive and productive relationships with other colleagues, contractor and service providers.
16. Skilled in dealing with first aid situations and an expectation to deliver first aid as and when required.
17. Some out of hours work will be required.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.

#### What you'll bring to the role

#### The main things:

- \* Experience of working with a building estate or facilities management related capacity
- \* Experience of repairs diagnosis and delivery
- \* Developing and maintaining relationships with internal and external parties to achieve service and team goals
- \* Maintaining accurate and up to date records and logs
- \* Understanding and track record of meeting targets and deadlines
- \* Good communication and interpersonal skills
- \* Ability to work under pressure and meet deadlines
- \* Minor repairs skills e.g. joinery, plumbing, groundwork's
- \* Willing to undertake any training required
- \* Willing to develop own skills and evidence of personal development
- \* Ability to work autonomously and on own initiative or as a team member
- \* Ability to be flexible in ways of working, thinking and finding solutions
- \* 'Can do' attitude willing to do more than necessary
- \* Empathetic, problem solver
- \* Tactful and diplomatic
- \* Takes pride in the job and gets satisfaction from doing it well
- \* Appreciation of and commitment to, equality and diversity in all aspects of YH's activities
- \* Full driving licence valid for the UK

**It would be a bonus if you have:**

- Recognised qualification in caretaking, estate/facilities management, building or related trade.
- Working in a commercial, contractual or PFI service delivery environment.
- Experience of community engagement or involvement in community events.

**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.