Yorkshire Housing

Estate Services Caretaker

September 2026



Key information about the role

Estate Services Caretaker

Business area:
Places and Customer Engagement – Environmental Services

Reports to:
Estates Services Caretaker Team Leader

Leader of others:
No

Contract type:
Mobile

Budget holder:
No

Car Allowance:
No

DBS check required:
Yes

About the role

Role purpose

You'll help make our neighbourhoods great places to live by keeping buildings, shared spaces and outdoor areas safe, clean and well cared for.

You'll take a proactive and flexible approach, working to agreed standards and putting safety first in communal and public areas. When customers, colleagues or partners report an issue, you'll respond quickly and keep people informed.

From regular patrols to practical minor repairs, you'll spot what needs doing and take action in communal spaces, neighbourhoods and, where needed, customers' homes.

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:

- Be a visible and reassuring presence in your area. Carry out routine patrols, inspections and tests of communal facilities, spot where action is needed and put things right within agreed standards. When the weather turns, this includes clearing snow and gritting, and taking emergency action where needed.
- Carry out first-fix repairs to keep our places clean, safe and compliant. If a repair needs specialist support, report it through YH's Customer Service Centre .
- Take pride in your area. Keep it clean and tidy by removing graffiti, litter, glass, sharps, dumped items and anything else that could cause a problem.
- Deliver a consistently great service across Yorkshire. Be ready to lend a hand in other areas when needed, so every neighbourhood gets the support it needs.
- When a third-party service affects our customers, report the issue to the right organisation and follow it through where needed—for example, contacting the local authority about street lighting
- Use your practical skills to inspect and complete minor repairs in communal blocks, neighbourhoods, occupied homes and empty homes. This could include:
    - Joinery: changing locks, easing doors, replacing door furniture, and repairing or replacing fencing and posts.
    - Plumbing: fitting taps and changing washers.
    - General: clearing empty homes, maintaining gardens and carrying out minor redecoration.
    - Groundworks: reporting or repairing trip hazards.
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- Stay alert to illegal activity and tenancy or contractual breaches, including fly-tipping and abandoned or illegally parked vehicles. Record and report what you find, and take action in line with YH policies.
- Be a friendly and helpful point of contact for customers. Answer questions where you can, and connect people with the right colleague or partner when you can't.
- Take ownership of other estate maintenance issues where you can and pass them to the right person when you can't. Keep clear, accurate records of reports and follow-up actions, and handle customer information carefully in line with data protection requirements.
- Help customers get the support they need. Respond promptly to urgent incidents that could affect the safety, security or wellbeing of customers or our properties.

- Keep an eye on contractor performance and raise any missed standards or schedules with the Facilities Manager. If a quick clean-up will resolve an issue, be ready to step in and get it sorted.
- Be flexible when the job needs it, including occasionally working outside normal hours.
- This list covers the main parts of the role, but it isn't everything. From time to time, we may ask you to take on other responsibilities that support the wider Estate Services team and make a positive difference for our customers.

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 in estates, buildings or facilities management.
- Experience diagnosing repairs and making sure the right work is completed.
- A track record of building strong relationships with colleagues, contractors and partners to achieve shared goals.
- **The ability to keep clear, accurate and up-to-date records.**
- A practical approach to meeting targets and deadlines.
- Clear communication and good people skills.
- The ability to stay calm under pressure and get things done on time.
- Practical minor repair skills, such as joinery, plumbing and groundworks.
- A willingness to complete any training needed for the role.
- A commitment to learning, developing your skills and adapting to change.
- **The confidence to work independently, use your initiative and contribute as part of a team.**
- A flexible mindset and a practical approach to finding solutions.
- A positive, can-do attitude and a willingness to go the extra mile when it matters.
- Empathy and a problem-solving approach.
- A tactful and diplomatic approach.
- The ability to build positive, productive relationships with colleagues, contractors and service providers.
- First aid skills and the confidence to provide first aid when needed.
- An approach and personal values that align with YH's values.

- The flexibility to work in line with our Hub, Home and Roam principles.
- An understanding of equality, diversity and inclusion, and how to put this into practice for customers and colleagues.
- A full driving licence valid in the UK.

It would be a bonus if you have:

- A recognised qualification in caretaking, estates or facilities management, building maintenance or a related trade.
- Experience working in a commercial, contractual or PFI service delivery environment.
- Experience of community engagement or supporting community events.

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.

