**JOB DESCRIPTION/ROLE PROFILE**

Job Title: Caretaker

Reporting To: Housing Officer

Located At: Caffrey Hub West

Hours of Work: 20 per week

*3 hours in the morning and 1 hour in the afternoon*

**MAIN PURPOSE OF THE JOB:**

**At Clanmil, our tenants and communities are at the heart of what we do. The Caretaker will provide an excellent customer service role to our tenants and the wider community within West Belfast.**

**GENERAL RESPONSIBILITES:**

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| **A** | **FOLLOW WEEKLY CLEANING/DUTY ROTA** |
| 1 | Take responsibility and pride in the cleaning of the Hub including dusting and polishing fixtures and fittings, cleaning of all communal and private areas of the Hub i.e. toilets, kitchen, office space, community space and meeting room and any other areas as requested by the Housing Officer.  Responsibility for maintaining pathways, external bins and bin store. Cleaning the apartments as required. |
| 2 | Ensure that all Euro bins within the complex are ready for collection in designated area at the correct time each week, and are returned to bin store once emptied. Ensure bin stores are kept in a clean and tidy manner. |
| 3 | Ensure all equipment is maintained and in clean, working order and reporting any faults to the Housing Officer. |
| 4 | Highlight any maintenance requirements or any potential risks to the Repairs Desk or Maintenance Officer |
| 5 | Responsible for safe storage and ordering of cleaning materials within budget. |
| 6 | Key holder- Opening and closing of the Hub |
| 7 | Responsibility for checking CCTV as instructed, and report findings to Housing Officer. |
| 8 | Responsibility for setting up meeting room, community space for classes and meetings. |
| 9 | Responsible for dealing with general enquiries, including telephone calls and passing details via email to Housing Officer. |
| 10 | Emptying bins throughout the scheme |
| 11 | Opening and closing the playpark as required |
| 12 | Minor housekeeping repairs (for example bulb change, graffiti removal, health and safety checks etc.) |
| 13 | Minor Repair Reporting. Liaising with Tenant and Repairs desk |
| **B** | **FIRE ALARM** |
| 1 | Carry out weekly fire alarm test and record details in logbook. |
| 2 | Report any problems with the fire alarm system directly to Repairs Desk staff  (only when trained and if specific to the scheme) |
| 3 | Carrying out of the Fire Drill. |
| 4 | Reset the fire alarm as required |
| **C** | **TEAM WORK** |
| 1 | Cover duties of other Caretakers / Domestic Assistants in the scheme in their absence or neighbouring schemes in the absence of Caretaker / Domestic Assistants based at that scheme. |
| 2 | Be a contributing member of the team to Hub West and share ideas and ways to improve service to the community. |
| 3 | Be professional and approachable at all times in your role |
| **D** | **PERSONAL DEVELOPMENT** |
| 1 | Attend all training courses offered to help you fulfil your role to the best of  your ability. |
| **E** | **FOLLOW THE ASSOCIATIONS POLICIES AND PROCEDURES** |
| 1 | Familiarise yourself with the companies policies and procedures which you  will be provided with at the start of your employment and during your  induction period and induction training. |
| 2 | Understand the role of the Association and its mission, and display its core values in your actions and behaviours. |
| 3 | Generate creative and innovative ideas to challenge and contribute to the Association’s way of working. |
| 4 | Staff are encouraged to embrace the Association’s Equality & Diversity  Policy and commit to the principles and aims of the Equality Scheme S75  duties with regard to religious faith, political opinion, racial groups, men and  women generally, marital status, age, persons with a disability, persons with  dependants and sexual orientations. |

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

*The role holder must have a flexible attitude to work and carry out any other duty, from time to time, requested by the Housing Officer, Supported Living Manager or Group Director of Housing.*

**Signed by Postholder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed by Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Core Values** | |
| These are our guiding principles and describe the behaviours that lead to achieving great performance in the organisation. | |
| We will show **Commitment** by: | |
| Putting our hearts and minds into what we do.  Being proactive and forward thinking to provide the very best possible outcome for our internal and external customers.  Looking for new ways to do things that will improve services to our tenants. | |
| We will show **Excellence** by: | |
| Putting our tenants at the heart of everything we do.  Being attentive to customers needs by being polite, courteous and upbeat.  Going the extra mile. | |
| We will show **Respect** by: | |
| Acting with authenticity.  Fixing our mistakes  Promoting a ‘can do’ attitude. | |
| We will always be aware of our **Community** by: | |
| Demonstrating a sense of responsibility for contributing to vibrant and resilient communities.  Understanding our role in making a difference to people’s lives. | |
| We will display **Simplicity** by: | |
| Listening to our customers and responding to their needs.  Taking responsibility and ownership.  Delivering what we promise. | |
| We will never stop **Learning** because Change is constant. |
| * We will openly share our expertise and knowledge with others. * We take responsibility for own learning and will seek opportunities to continuously develop. * We are flexible and can adapt to change and new ways of working to enable the organisation to meet its objectives. |
| We embrace **Diversity**, everyone has a role to challenge and contribute. |
| * We recognise and understand the strengths and opportunities of a diverse workforce within Clanmil Housing. * We ensure that everyone has fair and equal access to our services. * We respond to the diverse needs and aspirations of our customers. |

**JOB PROFILE**

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| **CRITERIA** | **ESSENTIAL / DESIRABLE (E / D)** |
| **EXPERIENCE / KNOWLEDGE**  At least 6 months previous experience working in a similar role as Caretaker/Domestic Assistant in a paid or voluntary working environment.  Knowledge of COSHH | E  D |
| **SKILLS / ABILITIES**  Good verbal communication skills.  Ability to act in a friendly and sympathetic manner in appropriate situations  Ability to act tactfully and diplomatically.  A commitment to social housing and an understanding of the needs of vulnerable people.  Ability to work with limited supervision and be able to undertake a range of routine tasks.  An ability to recognise emergencies and act calmly in an appropriate fashion.  Familiar with use of Technology | E  E  E  E  E  E  E |