

Job Description

Job Title:	Sessional Estate Services Caretaker		
Department:	Customer Services	Reporting To:	Estate Services Team Leaders
Section:	Estate Services	Grade:	Hourly Rate

Purpose of Job

As a member of the Housing and Customer Services Team to play a full role in the implementation and achievement of Queens Cross's strategic vision and objectives.

To provide the highest standards of customer service to our internal and external client groups.

To support the Customer Services Manager and Estate Services Co-ordinator in the delivery of excellent Estate Services that are customer focused, efficient and value for money, and sustain high levels of quality and customer satisfaction.

Context & Scope

Working as part of a team of caretakers within various locations and various shift patterns and hours of duty as and when required

A large percentage of the working week will include physical demands involving cleaning of external and internal areas. Removal of bulk refuse, and cleaning Bin shelters.

Staff can on occasion deal with emergency or crisis situations and have to carry out reactive responsive cleaning in relation to this type of incident, and anti-social behaviour issues involving abusive tenants/visitors.

The post involves working in various types of weather. The post involves minor maintenance repairs internally and externally.

Major Tasks & Job Activities

Service Provision

- To provide our estates and environment with the highest possible standards of cleanliness and hygiene.
- Provide the highest standards of customer's service to all Association client groups.
- Provide a safe and secure environment for all our tenants.
- Provide written reports on emergency call outs and incidents.
- Carry out daily duties in compliance with H&S legislation and risk management.

People Management

- Support your Colleagues and Team Leaders in the delivery of the day to day business of the Association.
- Provide support to identified projects and themed services to develop sustainable communities, by contributing to the wider economic, social, physical and environmental regeneration of the area.

Performance Management

All duties should be carried out to ensure compliance with QCHA policies, procedures and KPIs.

The post holder will -

- Understand relevant performance standards for this role
- Deliver on agreed objectives and targets
- Advise your Team Leader at earliest opportunity when objectives and targets will not be met.

Planning & Organising

- Positively participate in team discussions to inform current and future service design and delivery.
- Support the Customer services Team engagement with local tenants to ensure involvement, participation and empowerment of people and communities
- Contribute to an organisational culture that embraces the guiding and activity standards that will be measured by the Scottish Housing Regulator and other relevant agencies.

Value for Money

- Work in an efficient manner that delivers value for money for our tenants and stakeholders

- Identify efficiencies and communicate them to your Team Leader / Estate Services Co-ordinator.

Relationship Building

- Work positively with colleagues throughout QCHA to deliver a high quality service to tenants and stakeholders
- The post holder will assist where required in the facilitation of the neighbourhood Community Involvement Groups

Other Tasks & Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills;
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

Equality & Diversity

- Observe and promote Equality & Diversity and Customer First policies at all times.
- Comply with QCHA Equality & Diversity policies and relevant legislation.

Sustainability

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

Other

- To attend meetings out-with normal working hours, as and when required;
- To carry out any other duties which may be reasonably requested by the Assistant Neighbourhood Housing Manager and undertake any other duties subsequently allocated by the Association's management;
- The duties of the post will be reviewed and modified in line with the exigencies of the service

Person Specification

Job Title:	Sessional Estate Services Caretaker		
Department:	Customer Services	Reporting To:	Estate Services Team Leaders
Section:	Estate Services	Grade:	
Category	Essential Criteria	Desirable Criteria	
Experience	Experience of a customer based environment. Experience in Caretaking/Concierge housing service.	Previous experience of completing security and basic maintenance checks. Experience of providing a cleaning service.	
Qualifications	The post holder will be educated to Standard Grade in English and Mathematics or equivalent qualifications.		
Knowledge	Basic IT skills such as using e-mail and word processing. Knowledge of H&S legislation and practises.		
Skills & Abilities	Basic skills in minor repairs.		
Behaviours	Working individually and as part of a team.		
Other Requirements	Clean driving license (preferable).		

Job Evaluation Details

Job Title:			
Department:		Reporting To:	
Section:		Grade:	

Category	Details
Key Dimensions	Direct line management: Working conditions: Nature of work with vulnerable customers: Direct impact of role on customers:
Authorities & Limitations	
Problem Solving	
Communication Skills	

Date job description update:		Date job description evaluated:	
------------------------------	--	---------------------------------	--