

Building homes,
independence
and aspirations



Job Profile

Job Title	Estate Caretaker
Reports to (job title)	Senior Housing Manager
Job Reference No.	HOMEJD1016

The job in a **nutshell...**

As a dynamic and responsive front-line colleague, you will be the face of Home Group within our estates and communities.

You will be responsible for having a presence in our communities undertaking general estate management tasks and ensuring our customers feel safe and supported.

What **success** will look like...

Being solution focused by having effective and supportive relationship with our customers and the wider Housing Management team.

Reporting of anti-social behaviour and repairs where appropriate and knowing the correct escalation routes.

Identifying minor defects and taking appropriate action to remedy by being having a regular presence in our communities.

Keeping our estates and communities safe and ensuring the high standard of specification is always maintained.

Collaborate working with various internal and external stakeholders such as the local Housing Manager, maintenance colleagues, local Councillors, and the police.

Resolving customer queries and maintaining and enhancing the standards of the service we deliver by attending viewpoint and drop-in sessions by working in conjunction with our Customer Involvement Team.

Ensuring a swift and accurate resolution for your customers by escalating appropriate queries to the CSC, Leasehold, Older Persons and Health and Safety Business Partners.

Being a key contributor in the overall satisfaction scores of our customers and be able to evidence what part you have played in relation to maintaining or increasing the satisfaction.

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Effectively communicating with other Home Group contractors, such as grounds maintenance, waste collection and fire risk assessment contractors.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable skills	Technical qualifications, experience and knowledge
<ul style="list-style-type: none">• We are organisers and drivers• Be Authentic• Say no when appropriate and don't be derailed• Be positive and enthusiastic to drive work forward • We get where our customers are in their lives• Walk in our Customers shoes• Listening to Customers and understanding their needs• Understanding how your role makes a difference to our Customers • We have a creative spark• Share your excitement and passion• Act on your ideas - make things happen• Be confident to try something new - give it a go.	<ul style="list-style-type: none">• Excellent communication and interpersonal skills • Ability to deal with demanding and occasionally difficult customers • Understanding of our customer complaints to manage customer expectations • Organised, self starter and able to prioritise workload

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

It would be beneficial if you had previous experience of working within a customer facing environment, specifically in communal housing blocks.

Understanding lone working, the risk and how this is managed to maintain your safety

An awareness of Fire Risk Assessments (FRA's) and the processes.

We're all **accountable** for..

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Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other important stuff...

You'll be a budget holder? No Yes ... up to £

You'll manage people? No Yes ... around direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent



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