



MOBILE CARETAKER

BASED IN HERTFORD COVERING HERTFORDSHIRE AND ESSEX

£14,400 TO £16,000 PER ANNUM, 40 HOURS PER WEEK

We aim to provide a safe, clean and well maintained environment for all our residents. We therefore require an experienced Caretaker to deliver a high quality service covering our schemes in Hertfordshire and Essex.

The position forms part of the Estate Services team, which is a key section of the Property Services division. The division is responsible for delivering an estate maintenance and property repairs service throughout the UK. The Estate Services team provide a high quality grounds maintenance, soft landscaping, caretaking and cleaning service to Sanctuary properties throughout Hertfordshire and Essex.

Involving both external and internal work, the position requires regular physical work in all weathers. Although part of a team, this role also requires the successful candidate to work on their own some of the time. We therefore need an individual who is flexible, resourceful and able to work on their own initiative.

Taking pride in your work and with strong attention to detail skills, the successful candidate will have the ability to adapt to the needs of our residents. A friendly, helpful and outgoing personality is also essential, coupled with good cleaning and caretaking skills.

A full valid driving license is essential as you may be required to drive a company vehicle as necessary.

A flexible approach to work is required as you may be asked to work during times of absence and sickness.

Excellent benefits include 24 days annual leave and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2410.

Closing date: 5pm on 23rd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working. An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.





Candidate Information

For

MOBILE
CARETAKER
within

ESTATE SERVICES, HERTFORD

Date: March 2012

CANDIDATE INFORMATION PACK

About Sanctuary

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

Sanctuary Care - Our services fall into four main categories:

- Care Homes - Care for elderly & those with learning or physical disabilities
- Home Care - Providing domiciliary support in clients own homes
- Supported Housing - Extra support to live independently
- Extra Care - 24hr care on site, providing the level of support required

Sanctuary Management Services

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

About the position

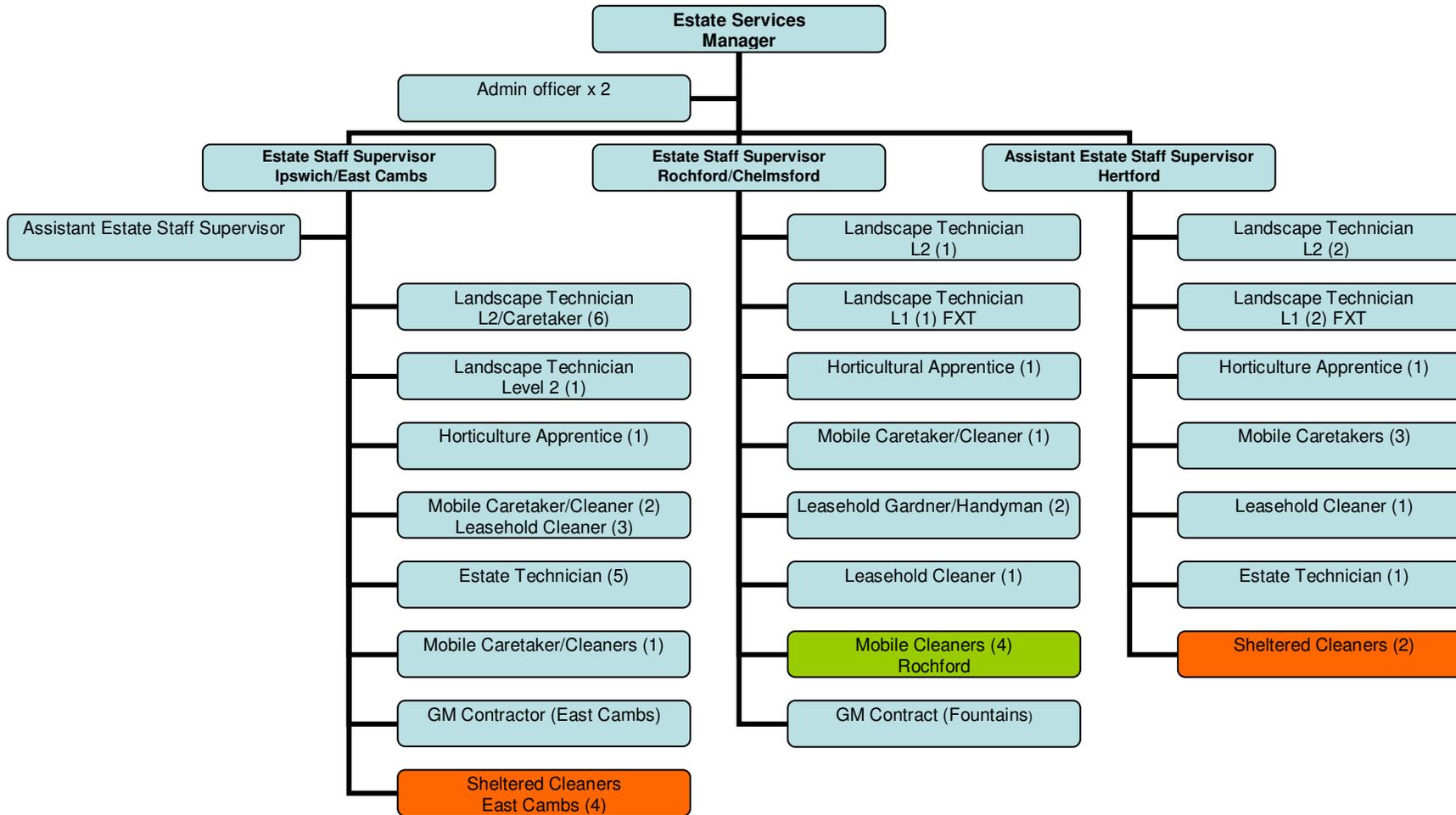
The post will be based in Hertford as part of Estate Services Sanctuary East.

The Estate services team provide the region with grounds maintenance, caretaking, communal cleaning and void property clearance duties.

This is a new team, following a review of Estate Services within Sanctuary Group. The principle drivers for the review were to ensure a consistent delivery of service and a requirement to deliver a best in class service to our customers.

There are currently 53 positions in the East Estate Services Team structure. Please refer to the structure chart on the next page to see where this role fits into the department.

ESTATE SERVICES STRUCTURE CHART



It is a legal requirement under the Rehabilitation of Offenders Act 1974 that persons likely to be working with children, young persons or vulnerable adults disclose information in full relating to previous criminal convictions.

Due to the nature of work required in this post, it is a legal requirement that an enhanced police check is received and meets the standards set in Sanctuary's "Police Checks and Disclosure" policy prior to the confirmation of appointment]

The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 24 days.
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

Closing Date

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 23rd March 2012**. Late applications **will not** be accepted.

Interviews

It is anticipated that short-listed candidates will be invited to attend interview between **2nd and 4th April 2012**.

Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.

Contact Details

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Penny Ferguson on 07436 246803**.

Assistance for Candidates

Recruitment Plus

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

The next step

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

CARETAKER

Reports to:	Estate Staff Supervisor
Scope:	<ul style="list-style-type: none"> ▪ Scheme/Depot based with some travel ▪ Lone working within occupied and/or unoccupied premises ▪ Regular outdoor work undertaking physical work ▪ Working in confined spaces ▪ Some use of hazardous substances e.g. chemicals
Job Purpose:	To provide a quality estate maintenance service that meets customer and organisational needs.

CONTEXT

This job sits within the Estate Services team, based in the Hertford and Essex region(s), which is a key section of the Property Services division. The division is responsible for delivering a high quality and cost effective estate and property repairs service throughout the UK.

The job holder will provide a caretaking, general cleaning, basic repairs and grounds maintenance service to both internal and external customers, working both independently and/or as part of a team. This may require operating simple machinery. The job holder will be required to be courteous and polite to customers and other staff at all times.

The job holder is required to operate within the appropriate organisational policies and procedures in the provision of their services which may include; scheme inspections, compliance testing, vacant property cleaning, removal of dumped items and some basic repairs as defined in the duties and responsibilities. They will follow instructions for undertaking these duties and be required to report any anti-social behaviour issues and additional maintenance work that may be required. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Undertake caretaking, cleaning, basic repair and grounds maintenance duties serving as a first point of contact for customers and working in accordance with local and legislative procedures.
Measure: Timely completion of allocated duties in accordance to local procedures, basic horticultural practices applied
2. Identify and report any potential maintenance issues to ensure a safe environment is maintained.
Measure: Potential repairs identified and reported
3. Provide accurate and timely information on progress and advice that is easily understood by the customer and ensure accurate daily work records are completed.
Measure: Customer feedback, electronic and paper records accurately updated
4. Ensure tools and equipment are maintained in good condition and continue to be suitable for required tasks.
Measure: Tools and equipment maintained in good working order
5. Take responsibility for ensuring stock levels are maintained appropriately and requisitions completed and authorised in a timely manner.
Measure: Required equipment and cleaning substances available, requisitions completed in timely manner

RESOURCES

Finance	Awareness of delivering value for money services / efficient use of resources
Staff	None
Other	Company vehicle for business use only Supporting between 3 and 12 different Schemes Use and maintenance of tools, equipment and stocks Service provision up to two regions

PERSON SPECIFICATION

Competencies

Adaptability	Accepts that people may have different opinions about issues to your own and listens to these with an open mind. Is willing to change own view based on new information.
Communicating and Influencing	Demonstrates appropriate two-way communication, listening and asking questions to check understanding of self and others; uses clear plain English, whether verbally or in writing to convey messages and/or technical information.
Continuous Improvement	Is focused on doing a good job and works hard to achieve objectives set by others. Demonstrates a desire to improve own performance.
Customer Service	Delivers a helpful and friendly service to customers. Provides useful information and monitors customer satisfaction.
Decisiveness	Reacts to issues as and when they arise, operating within own level of decision-making authority.
Problem Solving	Makes sense of a simple problem by listing out different issues or by recognising when it is the same as one previously encountered.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ British institute certificate in cleaning services (BICS) or knowledge and skill at equivalent level ▪ Able to demonstrate a level of literacy to the equivalent of Grade C English GCSE ▪ Pesticide Application Certificate PA1- PA6 (or equivalent) ▪ Full, current driving licence 	 √ √	 √ √
Work Experience <ul style="list-style-type: none"> ▪ Working knowledge and experience of undertaking general caretaking, cleaning and basic repairs duties, including identifying and/or carrying out repairs ▪ Some experience of working in a domestic/cleaning environment ▪ Some experience of working to deadlines ▪ Some practical experience in operating hand tools and light machinery ▪ Some experience in understanding simple verbal instructions and undertaking duties as requested ▪ Recent experience in interpreting written instruction and maintaining simple written records ▪ Working knowledge of Health and Safety legislation 	 √ √ √ √ √ √	 √
Skills <ul style="list-style-type: none"> ▪ Good communication skills including ability to understand spoken English ▪ Basic communication skills for reading written instructions and updating records ▪ Excellent interpersonal and customer care skills ▪ PC literacy Ability to use and update computerised systems (including PDA) for work scheduling 	 √ √ √	 √

Caretaker Duties and responsibilities

Job Purpose	To provide a quality estate maintenance service that meets customer and organisational needs
All tasks to be carried out in line with Group Policy and scheme specification, the below are provided as an indicative list of the types of tasks asked of this role, it is not an exhaustive list and other duties requiring similar skill levels may be required.	
Internal areas	<ul style="list-style-type: none"> • Removal of graffiti • Check internal communal lighting and replace or report to line manager • Arrange for timing adjustment to internal communal lighting • Disposal of bulky items (fly tipping) • Check communal door entry systems / report defects to line manager • Code key fobs as required • Carry out utility meter readings • Delivery of round robin letters (scheme specific) • Check and keep fire exits clear • Carry out weekly fire alarm tests and updating log book • Test emergency lighting • Carry out legionella testing • Check laundry areas / clean filters etc as necessary • Carry out large carpet cleaning tasks as indicated by specification • Fix and make good notice boards • Clean and clear empty properties • Minor redecoration to communal paintwork
External areas	<ul style="list-style-type: none"> • Clear low level gutters and drain gullies • Litter picking all communal areas • Cleaning / disinfecting bin stores • Check communal lights and replace or report to line manager • Clean all exposed bulbs, shades and bulkheads • Arrange for timing adjustments to be made to external lighting • Removal of graffiti • Dispose of bulky items (fly tipping) • Any abandoned vehicles to be reported to line manager • Maintain drying areas • Minor fencing repairs to include make safe and replace • Repairs to damaged gates including ironmongery • Minor paving works • Maintain communal lawn areas using ride on and pedestrian machinery • Maintain communal shrub areas with appropriate machinery and tools • Replace / install rotary dryers to communal areas • Remove moss from drying areas • Clean notices to include scheme signage • Fix and make good notices • Sweeping of car parks, paths etc • Low level window cleaning • Visually inspect child play areas and report defects to line manager

General	<ul style="list-style-type: none">• Office removals and scheme decants• Carry out role specific risk assessments• Completion of daily and weekly department paperwork• Carry out role specific risk assessments• Weekly stock control checks• Maintain vehicle, trailer, tools and equipment in line with Group policy• Renew stocks of rock salt as per specification• Assist with access and monitoring of contractors• Attend site inspections• Act as first point of contact to residents/respond proactively to need• Liaise with residents regarding anti-social behaviour and report to office• Liaise with scheme managers and act on requests where appropriate• Report any ASB issues to line manager• Report any required repairs to line manager• Be responsible for company issued electronic devices inc phone, PDA, sat nav etc• Post void cleaning• Identify any H&S issues and report to line manager