

Estate Caretaker

Team - Operational Repairs	Team responsibility - N/a
Manager – Managers job title	Budget responsibility – N/a
Directorate – Customer Experience	Job grade - 2
Location – Mobile	
Stakeholders - Customers, Colleagues, Suppliers, Contractors and Communities	

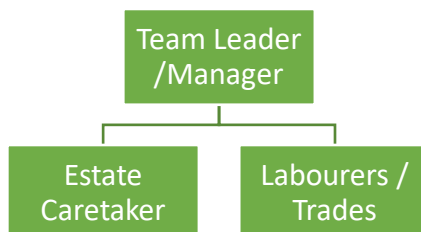
Role Purpose:

To carry out general caretaking duties including clearing, cleaning, and semi skilled maintenance repairs to estates which are owned or managed by the Association.

To undertake landscape maintenance duties to properties and estates and any other such works to maintain the safety and appearance of communal areas.

To assist in the delivery of excellent customer focused services.

Organisational Structure



Main responsibilities

Delivering High Standards in Estate Maintenance and Safety

- To ensure our estates and communal areas are clean, safe and attractive by:
 - Undertaking regular inspections of internal and external communal areas and proactively identifying work required, undertaking appropriate tasks and reporting others as required.
 - Removing graffiti.
 - Removing accumulations of rubbish from areas owned by us and liaising with local councils to remove accumulations of rubbish from publicly owned areas.
 - Undertaking landscape maintenance to support the work of the landscape maintenance contractor.

- Identifying and reporting faults/repairs to the paths, roads, paved areas, communal areas, car parks and property within our estates and undertaking minor repairs as required.
- Undertaking minor repairs to fencing, street signs, benches and other communal facilities as required.
- Identifying and reporting relevant tenancy issues to the Housing Officer.

Primary Focus:

- Estate-based tasks or property-related responsibilities.

Key Duties:

- Liaise with contractors to ensure work meets standards.
- Consult with residents and respond to feedback.
- Manage issued clothing, equipment, vehicles, and materials.

Additional Requirements:

- Respond to emergencies outside normal hours, including office security.
- Perform manual handling and lifting.
- Climb ladders and work outdoors in all weather.
- Operate independently and attend evictions if needed.

What does success look like?

All estates and communal areas are consistently clean, safe, and welcoming. Regular inspections are carried out proactively, with issues identified early and either resolved promptly or reported accurately. Graffiti and rubbish are removed quickly, and effective collaboration with local councils and contractors ensures high standards of maintenance.

Minor repairs to fencing, signage, benches, and communal facilities are completed efficiently, while landscape maintenance supports a visually appealing environment. Ultimately, tenants feel safe and proud of their surroundings, reflected in positive feedback and minimal complaints.

Delivering Reliable Repairs and Workplace Support

- To carry out semi-skilled maintenance repairs when requested, ensuring that the work is completed to a defined quality and to relevant technical standards.
- To undertake general porterage duties within Broadacres' offices as requested.
- To be proactive in supporting team leaders and managers in achieving targets and standards.
- To make effective use of the Association's materials and ensure that any unused materials are returned to the stores.
- To support the Association's environmental targets by sorting and recycling waste as required.
- To attend and actively participate in meetings and any training & development activities as required.

What does success look like?

Completing maintenance repairs to a high standard and within agreed timescales, while supporting team leaders and managers in achieving targets. Materials are used efficiently, and

environmental goals are met through proper waste sorting and recycling. General portorage duties are carried out promptly in support of the wider organisation.

Colleague Collaboration, Customer Focus and Communication

- Work collaboratively with colleagues across the business to ensure customers receive the support they need and a high quality service at first point of contact.
- Build positive relationships with customers, providing clear advice and support.
- Work collaboratively with colleagues to meet KPIs and contribute to service improvement.
- Proactively communicate with line manager any work challenges affecting the completion of work, and provide updates on progress as and when. Timely communicate any key issues.
- To ensure customer experience is at the forefront of all activities carried out within the role, ensuring first time fixes are achieved wherever possible.
- To attend and actively participate in meetings and any training & development activities as required.

What does success look like?

Keeping customer experience at the heart of all tasks, aiming for first-time fixes wherever possible to deliver efficient, high-quality service. It also requires clear and proactive communication with customers, colleagues, schedulers, and line managers to ensure smooth coordination and timely completion of work.

Health, Safety and Compliance

- To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of the Association and current legislation.
- To keep abreast of changes in building, health and safety legislation and ensure that the Association complies with such legislation and codes of guidance.
- To undertake daily/weekly checks of any vehicle provided and ensure it is kept clean and tidy. The vehicle must also be presented for any servicing, maintenance or MOT when required and any defects or damage must be reported to the team leader.
- To ensure that appropriate records and necessary paperwork required by the Association are completed accurately and on time.
- Testing fire alarm and emergency lighting systems in accordance with a defined programme.

What does success look like?

Compliance testing is carried out in line with policies and defined programmes, and accurate records are maintained.

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
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- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.
- Use a PDA to receive and manage tasks. To attend and actively participate in meetings and any training & development activities as required. To work collaboratively with all Broadacres colleagues.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Demonstrable Previous experience of working with the general public.	- Demonstrable Previous carpentry, plumbing or building experience. - Demonstrable Experience of landscape maintenance / gardening	Application form Interview (may include occupational test where appropriate)
Skills -	- Great writing and verbal communications skills Problem analysis – able to analyse problems, assess solutions and reach sound decisions - Ability to manage multiple tasks in a fast paced environment. - Relationship Building – able to form successful professional relationships with customers and colleagues. - Team player - Works collaboratively with colleagues to deliver great results. - Is aware of the need to work with a value for money approach		Application form Interview (may include occupational test where appropriate)
Knowledge -	Good basic knowledge of property maintenance	- Health and Safety issues Horticultural matters. - Ability to use a chainsaw, power tools etc.	Application form Interview (may include occupational test where appropriate)
Special Requirements	Willing and able to work outside normal office hours.		Application form Interview

	- Physically capable of climbing ladders and performing manual duties. - Must hold a valid driving licence and be able to drive.		(may include occupational test where appropriate)
Qualifications	Basic numeracy & literacy.		Application form

Broadacres Values

