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| **Job title:**  | **Estate Services Caretaker Supervisor**  |
| **Line manager:** | **Estate Services Area Manager**  |
| **Grade *(if applicable):*** | **5** |
| **Direct reports:** | **none** |



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| **Role purpose:** |
| To effectively supervise a team of Estate Services Caretakers and provide support to the ES Area Manager in delivering an effective, responsive and pro-active, customer focused caretaking service that is of a consistently high standard. |
| **Key results:*** Keep serviced Peabody estates, blocks and play spaces clean & tidy, graffiti and litter free, in accordance with local cleaning and maintenance schedules. Some roles may include limited responsibility for community facilities.
* Report equipment defects, vandalism and graffiti, and all communal repairs to the appropriate colleague or contractor.
* Work with colleagues in tackling anti-social behaviour (ASB) on Peabody estates, including attending monthly estate walkabouts to identify ASB hot spots and possible solutions.
* Adhere to company health and safety procedures & guidelines and take responsibility for reporting any potential hazards to the appropriate colleague or agency, making safe where appropriate.
* Maintain and keep tidy all refuse systems and equipment by monitoring them on a daily basis.
* Carry out a range of periodic cleaning tasks by working with the ES Area Manager on an agreed schedule.
* Undertake all appropriate safety and security checks and deal promptly with any hazards by reporting them to the ES Area Manager.
* Where appropriate, carry out programmed non-skilled emergency lighting and fire alarm testing by following the agreed schedule.
* Supervise and motivate a team of Estate Services Caretakers, ensuring an effective work and resource planning for the team and providing regular feedback regarding team performance.
* Provide cover and support at various sites within the ES Area Manager’s patch as required.
* Report any IT and device issues to the ES Area Manager in a timely fashion to ensure continuous communication for team and self.
* Ensure that all H&S checks including PPE, lone worker devices and tasks are carried out as instructed to the team.
* Assist the ES Area Manager with certain managerial duties, e.g. carrying out return to work meetings, raising incident reports, workshop and stores monthly inspections etc.
* Provide cover for the ES Area Manager during their absence, including taking on their respective duties during that time.
* Attend and complete monthly estate inspections (and weekly playspace inspections, where applicable).
* Report any unusual or extraordinary circumstances regarding the residents or the property.
* Be responsible for the care, maintenance and inventory of all supplies and equipment owned by Peabody.
* Shadow the ES Area Manager with regard to visiting residents, contractors and other agencies when there are problem solving needs around access, bad workmanship and low ASB issues.
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| **Success metrics:*** Effective supervision of the caretaking team, resulting in the delivery of a customer oriented, high quality and professional service to our customers
* Customer satisfaction – achieve 80% or above score for all sites (customer survey)
* Achieve gold standard for all sites (monthly ES Area Manager estate inspections)
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| **About you:****You will be:*** Committed to first class estate cleanliness
* Physically able to carry out moderately strenuous manual work
* Able to organise your own workload efficiently with minimal supervision
* Able to achieve cleaning industry specific competency such as BIC LTP
* Self-motivated, flexible, personable and pro-active
* Able to work as a key member of a team and understand the wider impact of the work on residents and other departments
* Able to adopt a one team approach and build excellent working relationships to ensure the delivery of a first class service
* Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service in all activities
* Flexible and able to deal with out of hours emergencies as appropriate
* Committed to demonstrating Peabody values at all times

**You will have:*** Excellent customer service skills and the ability to communicate effectively with customers and colleagues, both verbally and in writing
* Good literacy and basic numeracy skills
* Basic knowledge and understanding of health and safety regulations in relation to estates services as defined by the organisation
* Experience of providing professional and accountable cleaning and caretaking services
* Working knowledge of the use of chemicals (COSHH)
* A valid UK driving licence\* (\*only required for mobile roles)

*Please note that this role requires a basic DBS check* |