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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. |
| **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) |
| **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* |