

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: **Hostel Caretaker**

Grade: **Scale 4**

Reports to: **Hostel Caretaking Team Manager**

Grade: **SO2 – PO1**

Directorate: **Housing**

Section: **Environment**

Main Purpose of the job:

To work flexibly and collaboratively to take care of the cleaning and minor repairs for a hostel, block, or designated area.

Summary of Responsibilities and Personal Duties:

- Clean all internal and external areas on a scheduled and a reactive basis, including the safe use of appropriate chemicals, other materials and equipment.
- To clean and prepare for occupation vacant units of accommodation including cleaning appliances, washing walls and fixtures. Painting and decorating as instructed.
- Remove fly-tipping, lumber or other bulky items, from communal areas and dwellings to an appropriate area, including loading vehicles and if appropriate, driving to a disposal site.
- Carry out systematic checks and fire alarm testing on a scheduled or reactive basis, and 'sorting or reporting' problems, including but not limited to chutes, litter bins, communal lighting, fire safety hazards and communal repairs.
- Carry out, request and monitor repairs to communal areas, using appropriate means or as identified by senior caretakers, supervisors or managers.
- Identify and report any welfare/safeguarding concerns about vulnerable residents, nuisance, anti-social behavior or criminal behavior and provide evidence to support enforcement action – including the provision of information about individuals, actively look for evidence as required, and providing witness statements.
- Look after and use appropriate uniform and personal protective equipment, including mobile phones and lone working devices.
- Work on the out of hours emergency service on a rota basis, either as a backup caretaker or main driver. Drive a Lewisham Council vehicle to carry out duties as required.
- Accompany and assist in the execution of hostel evictions, including lock changes and clearance of units.

Generic responsibilities:

- Maintain excellent customer service in all areas of work.
- Take responsibility for own learning and development.
- Comply with all Lewisham Council policies, including contractual standing orders,

financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.

- Engage with colleagues and management to support the delivery of excellent services for the benefit of our residents and stakeholders.

Internal Contacts: Various departments within the Council.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Number of partially managed staff: None

PERSON SPECIFICATION

JOB TITLE: Hostel Caretaker

POST NO:

DEPARTMENT: Environment

GRADE: Scale 4

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked '**S**' will be used especially for the purpose of shortlisting. Categories marked as '**D**' are desirable. Categories marked '**T**' will require a test during the interview process.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community.....**S**
- Understanding of how equality and diversity relates to this post.....**S**

Skill

- A clean, full manual UK/EU driver's licence.....**S**
- Ability to drive a vehicle up to 3.5 tonnes.....**S**

Experience

- Able to prioritise work to ensure service guarantees schedules and standards are met....**S**
- Knowledge and experience of Health and Safety issues relevant to the post.....**S**
- Experience of identifying complex repair in communal areas.....**S**

General Education

- Literacy and numeracy.....**T**

Personal Qualities

- Doesn't walk by a potential safety hazard – reports it or takes action appropriately.....**S**
- Takes responsibility for own safety and creating a safe working environment.....**S**
- Consults, listens and shows empathy to others.....**S**
- Proactive in solving problems and involving others where necessary.....**S**
- Aptitude and willingness to learn new skills.....**S**

Physical

- Must be fit to carry out physical work including some heavy lifting on a daily basis.....**S**
- Ability to work anywhere within the London Borough of Lewisham.....**S**

DBS Disclosure Required? **No** **Basic** **Enhanced**