



Role Profile

2025

Job Title:	Caretaker
Reports into:	Senior Caretaker
Responsible for:	n/a
Department/ Location:	Operations/Stockwell
Disclosure Level:	Enhanced
Candidate Overview:	
Role Purpose:	<p>Working as part of a team of Caretakers and under supervision of the Senior Caretaker you will ensure all sites, estates, blocks, streets, open spaces, and property assets are kept clean and tidy to the SW9 CH standards to provide a safe and clean environment.</p> <p>The postholder will take pride in the appearance of residential blocks and provide proper up-keep of the interior and exterior of all open space and communal areas. Work as directed on all areas of SW9 CH properties.</p> <p>The post holder will ensure compliance with all relevant statutory requirements including Health & Safety and see tasks through to completion</p>

Key Responsibilities:

Cleaning and Grounds Maintenance

- Deliver a high-quality cleaning service across all internal and external communal areas.
- Conduct regular inspections to monitor cleanliness, hygiene, and safety standards.
- Ensure all communal areas are litter-free, disinfected, and presentable.
- Oversee cleanliness and usability of bin chutes, refuse bins, and storage areas.
- Apply salt and grit during snow/ice to ensure safe access for residents.
- Clear fallen leaves and maintain tidy outdoor areas.
- Remove graffiti promptly, especially offensive content, in line with policy.
- Maintain under crofts, pump rooms, and utility cupboards — keeping them locked, clean, and hazard-free.

Waste Management

- Remove bulky waste and transport it to the waste transfer station using the bulk vehicle.
- Ensure refuse bins are returned to storage areas after emptying.
- Liaise with various teams and local authority waste collection services when required.

Repairs and Maintenance

- Perform basic repairs including light bulb changes, minor plumbing, painting, and carpentry.
- Keep accurate logs of repairs carried out and update systems such as Northgate.
- Assist elderly and disabled residents with minor repairs and gardening tasks.
- Monitor estate lighting and escalate any outstanding repairs.
- Inspect drains, gullies, and guttering; report any issues.
- Carry out utility meter readings and arrange inspections as needed.

Security and Access Control

- Ensure communal doors (fire doors, plant rooms, bin stores, etc.) are secure and functional.
- Provide access to residents, contractors, and staff as required.
- Undertake garage inspections and report abandoned vehicles or hazards.

Support and Communication

- Respond to resident inquiries and complaints related to estate and facilities.
- Assist in the delivery of leaflets, rent reminders, and estate communications.

- Support playground inspections and ensure faulty equipment is secured and reported.

Monitoring of Contractors

- Oversee works carried out by cleaning, maintenance, and grounds contractors.
- Inspect the quality and safety of contractor performance and escalate concerns.

Compliance and Health & Safety

- Use chemicals and cleaning products in accordance with COSHH regulations.
- Conduct regular checks on fire and smoke alarm panels; log and report faults.
- Document and report breaches of tenancy related to communal areas.
- Install signage and serve notices for items obstructing communal hallways.
- Ensure health and safety checks, including risk assessments, are completed and actioned.
- Use Personal Protective Equipment (PPE) and follow safe working practices at all times.

Passionate about delivering 5* customer service

Standard Responsibilities

Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, privacy, and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is required.

Contacts - External/Internal

- Board and Committee members
- Residents and resident representatives
- Contractors and consultants
- Executive Director, Senior Leadership Team, Operational Managers, and staff within SW9 CH
- SNG Asset Management Team
- Members of Parliament and Local Councillors

Person Specification	
Education	<ul style="list-style-type: none"> • A good standard of education commensurate to the role • BICS trained or equivalent
Knowledge	<ul style="list-style-type: none"> • Good basic knowledge and trade skills including changing locks, repairs to door frames, trace and remedy leaks, painting and decorating etc. • Basic knowledge of and ability to carry out checks of estate and street properties in line with health and safety and property maintenance procedures. • Good understanding of Social Housing. • Good understanding of health and safety issues.
Experience	<ul style="list-style-type: none"> • Experience of working in a cleaning, caretaking, and/or facilities management role. • Experience of working in a customer service environment. • Experience of working within a busy housing and estate environment or similar. • Ability to undertake manual handling duties and store equipment safely after use. Carry out the other physical demands required of the role daily. • Full current UK driving license. • Available outside of normal working hours, ability to cover the staff rota, attend resident meetings and emergencies. • Undertake any other duties deemed appropriate for the post-holder to carry out.
Skills	<ul style="list-style-type: none"> • Ability to work independently with minimum supervision and as part of a team. • Demonstrate self-motivation and enthusiasm. • Ability to use machinery. • Good level of general fitness. • Flexible and able to vary routine when required.
Abilities	<ul style="list-style-type: none"> • Strong verbal communication skills and the ability to adapt this approach for different audiences • Ability to work effectively as a member of a small team • Ability to use initiative while working within guidelines. • Excellent time management skills and able to prioritise, plan own workload and show flexibility. • Adaptable and 'can do' attitude.
Systems	<ul style="list-style-type: none"> • Northgate -NEC • Use of MS office • CRM • Plentific, • SharePoint, • P2P
Competencies	<ul style="list-style-type: none"> • Able to manage and prioritise demanding workload

	<ul style="list-style-type: none"> • Passionate and conscientious about delivering and driving forward an excellent service in a customer-based environment. • Calm and professional • Self-motivated and personal with a 'can do' approach • Seeks opportunities for improvements • Actively demonstrates interest in all aspects of the business
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<p>We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HEART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HEART behaviours: -</p>	
<p>Hungry I am ambitious to succeed</p> <ul style="list-style-type: none"> ▪ Optimistic: I am can-do and focussed on what can be done ▪ Creative: I find new ideas and solutions to challenges ▪ Bold: I get out my comfort zone and try new things ▪ Motivated: I welcome feedback and want to succeed <p>Embrace – I embrace everyone and support our colleagues and residents to feel confident in themselves, actively building an inclusive culture</p> <ul style="list-style-type: none"> ▪ Supportive: I support everyone and value their individuality ▪ Ambassador: I strive to create an inclusive organisation ▪ Welcoming: I welcome all values and beliefs ▪ Inquisitive: I never stop learning and constantly seek a better understanding of the world <p>Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively</p> <ul style="list-style-type: none"> ▪ Resilient: I work hard to make things happen ▪ Disciplined: I am realistic and do what I say I will do ▪ Personal ownership: I take ownership of an issue until it is resolved ▪ Confident: I make decisions that are within my remit <p>Respectful – I treat everyone with respect and understanding I arrive on time and take full part in meetings</p> <ul style="list-style-type: none"> ▪ Prepared: I arrive on time and take full part in meetings ▪ Communicator: I listen to others and work hard to communicate well ▪ Responsive: I always answer a ringing phone and respond quickly ▪ Self-aware: I put myself in others' shoes and understand how my actions impact on others <p>Together – I am proud to be one team</p> <ul style="list-style-type: none"> ▪ Positive: I talk positively about SW9 CH as one team ▪ Proactive: I put myself forward and build great relationships ▪ Supportive: I support and recognise the contribution of others ▪ Role model: I genuinely believe I make the difference 	