

# JOB PACK

CARETAKER



Creating homes.  
Building lives.





# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Location:</b>	Various locations across the North West.
<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.  Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

To provide a high quality, responsive and customer focused caretaking service to designated schemes, blocks and flats and their immediate grounds as the schemes dictate.

You will carry out a programme of cleaning and grounds maintenance to general needs schemes, both internally and externally across various locations across the North West.

The applicant must have a good standard of general education and experience in cleaning, grounds maintenance and handyperson duties at large sites.

Applicants must be able to demonstrate that they are able to undertake the physical aspects of the job.

A full, valid UK driving license is essential for this role.

**Responsible To** - Regional Supervisor, Caretaker

## MAIN TASKS OR ACTIVITIES

1. To provide a comprehensive internal and external cleaning service for all communal areas in line with specifications and / or rotas including the cleaning of windows to an agreed and predetermined standard.
2. To carry out regular fire safety inspections and ensure fire safety inspections and routine testing of fire safety systems and equipment to ensure fire safety measures are being maintained. Written and/or electronic records must be maintained and any issues or defects found must be reported as soon as possible.
3. To carry out fire safety checks of balconies and deck access inspections, along with any addition health and safety inspections deemed appropriate to the role and maintain written or electronic records and report defects.
4. To carry out regular water hygiene checks and maintain written or electronic records and report defects.
5. To complete basic health and safety inspections as required. Maintain records of inspections and report defects.
6. Monitor all faults, damage to communal areas and individual flats and carry out basic repairs where possible ensuring accurate records are maintained.
7. Liaise with contractors and trade personnel as directed and advise on knowledge of building / services.
8. To provide basic security of the property and be familiar with the operation of CCTV and other in situ security equipment.
9. To keep accurate records and provide tenants with regular information via communal notice board.
10. To report areas of nuisance or anti-social behaviour to the appropriate staff member.
11. To maintain the grounds/gardens as directed. Reporting and removing fly-tipping / large items of rubbish.
12. To ensure that bins are ready for collection by the refuse collection service and rotate as required.

13. To support colleagues in the promotion of a positive living environment.
14. Manage emergency situations appropriately by following procedures in accordance with the Group's policies and procedures. To seek Managers advice where required.
15. To undertake additional overtime or time off in lieu as agreed to cover essentials on weekends or during holiday periods.
16. To provide cover in the absence of other Caretakers.
17. To understand the role of the Group and its values, policies and principles that underpins it.
18. Follow all Group values and policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group values, policies and procedures.
19. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
20. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Directors commensurate with the position.

## Candidate Requirements

<b>Candidate Requirements:</b>	<ul style="list-style-type: none"><li>• Qualifications demonstrating basic literacy skills. GCSE grade D or above (or equivalent)</li><li>• Health &amp; Safety / C.O.S.H.H. Certificate / Awareness of Health &amp; Safety consideration</li><li>• Janitorial / Cleaning experience</li><li>• Ability to carry out basic housing repairs</li><li>• Experience in grounds maintenance duties</li><li>• Spraying Certificate PA6 or equivalent</li></ul>
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# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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