

JOB PACK

Apprentice 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

Holidays:	24 days leave per annum, plus 3 days for Christmas closure (based on a 5-day working week) plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	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.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	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.
Mandatory Training:	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.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Medical Clearance:	<p>In addition, any offer is subject to medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	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

We have an established and dedicated team of 600 employees within our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property-based services across the Group, covering a broad range of disciplines from reactive, planned and grounds maintenance to property refurbishments, estate services, building safety and compliance.

You will be welcomed into a committed and passionate team, with a key focus on professionalism and working together.

Role Summary

We are seeking an Apprentice Caretaker 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 ensure that such works are carried out to a high-quality standard, in accordance with all health and safety legislation and within the prescribed targeted timescales.

Responsible To - Regional Supervisor - Caretaking

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 regular water hygiene checks and maintain written or electronic records and report defects.
4. To complete basic health and safety inspections as required. Maintain records of inspections and report defects.
5. Monitor all faults, damage to communal areas and individual flats and carry out basic repairs where possible ensuring accurate records are maintained.
6. Liaise with contractors and trade personnel as directed and advise on knowledge of building / services.
7. To provide basic security of the property and be familiar with the operation of CCTV and other in situ security equipment.
8. To keep accurate records and provide tenants with regular information via communal notice board.

9. To report areas of nuisance or anti-social behaviour to the appropriate staff member.
10. To maintain the grounds/gardens as directed. Reporting and removing fly-tipping / large items of rubbish.
11. To ensure that bins are ready for collection by the refuse collection service and rotate as required.
12. To support colleagues in the promotion of a positive living environment.
13. Manage emergency situations appropriately by following procedures in accordance with the Group's policies and procedures. To seek Managers advice where required.
14. To understand the role of the Group and its values, policies and principles that underpins it.
15. 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.
16. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
17. 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

Candidate Requirements:	<ul style="list-style-type: none"> • Qualifications demonstrating sound literacy & numerical skills (GCSE English & Maths or equivalent, Grades 4 - 9) • Ability to be fully committed and enthusiastic in your work, with a strong desire to learn. • Ability to work in a team and listen to instructions. • Ability to work within all relevant health and safety legislation, procedures, and company rules. • Ability to communicate with others appropriately. • Ability to work under own initiative. • A positive and responsive attitude to change.
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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.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

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