

JOB PACK

ASSISTANT MANAGER - CARETAKING

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

Location:	Various locations throughout the North West.
Holidays:	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.
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, access to the Social Housing Pension Scheme, 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.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of a Standard Disclosure from the Disclosure Barring Service confirming suitability & 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

As Assistant Manager - Caretaking you will be responsible for assisting in the management, organisation, motivation and supervision of the caretaking service to the Groups Properties, including the monitoring and appraisal of staff under your control.

You will lead a team to carry out a programme of cleaning and grounds maintenance to general needs schemes, both internally and externally across various locations across the North West ensuring that such works are carried out to a high-quality standard, in accordance with health and safety legislation and within the prescribed targeted timelines.

You will support the service delivery to ensure targets are met, including material procurement and provision of information. You will also assist management with the development and introduction of new initiatives concerning methods of working, reviewing, updating and improving systems and procedures within the service area.

The applicant must have a good standard of general education and a management qualification. A full, valid UK driving license is essential for this role. Experience of working in an estate services environment would be beneficial to the role.

Responsible To - Operations Manager - Caretaking

Responsible For - Regional Supervisors, Caretakers, Cleaners, Apprentices

MAIN TASKS OR ACTIVITIES

1. Assist in the daily management of staff immediately under his/her control.
2. Provide assistance to staff on a technical and other support function.
3. Monitor performance of the service and take action as required to ensure target dates are met. Provide the Group Operations Manager with information/reports regarding performance.
4. Ensure that at all times workload and staff are available in balance to affect the efficient and smooth operation of the Caretaking Service.
5. Attend resident group meetings when required
6. Assist in the management of seasonal improvements to schemes/sites within their control.
7. Assist in the preparation of annual budget submission for the Caretaking Service
8. Monitor and control expenditure against budget.
9. Implement appropriate corrective action when necessary to ensure spend remains within budget.
10. Ensure the health and safety of all staff by utilising safe working procedures in compliance with statutory law and the policies of the Company.
11. Identify instance and patterns of poor workmanship and/or time keeping and take action as required.
12. Providing cover for other Managers in their absence if required.
13. Assist in the recruitment of Estate Services Caretaking staff.
14. Carry out periodic assessments of Caretaker's performance.

15. Assist in the management of inductions and ongoing training for Caretaking staff as necessary.
16. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
18. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Management Qualification and experience of managing a team of operatives / staff
- Experience and a clear understanding of Estate Services Management and delivery of a Service Chargeable Service
- Knowledge of health and safety legislation / regulations and experience of maintaining and monitoring a safe working environment.
- The ability to exercise people management skills to ensure business targets are met and ability to address issues of poor performance.
- Experience of working in a customer orientated environment with a positive attitude to towards resolving customer queries and complaints.
- The ability to achieve delivery and financial targets.

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.



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