

JOB PACK

REGIONAL SUPERVISOR - 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.

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:	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 www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
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 a Regional Supervisor for Caretaking you will lead a team of caretakers and cleaners to provide a high quality, responsive and customer focused caretaking service to our residents' schemes and apartment blocks and their immediate grounds.

The role will include line management responsibility to ensure that our work is carried out to a high quality standard, in accordance with all health and safety legislation and within the targeted timescales.

In addition you will carry out a programme of cleaning and grounds maintenance to housing for the over 55s schemes and communal areas of residents' homes, both internally and externally across various locations across the North West.

You will have a good standard of general education and experience in cleaning; grounds maintenance and handyperson duties at large sites.

You must be able to demonstrate you are able to undertake the physical aspects of the job. A full clean driving license is essential for this role.

Responsible To - Assistant Manager - Caretaking

Responsible For - Jigsaw Estates Caretakers, Cleaners and Window Cleaners

MAIN TASKS OR ACTIVITIES

1. Supervise colleagues and trainees and provide training, coaching and guidance by sharing skills and experience.
2. Inspect work and report on quality and performance to managers, addressing any issues.
3. Make sure all colleagues are trained in the use of relevant tools, equipment and machinery, PPE and that everyone follows the Group's safe working practices.
4. Support the management team through the development of Safe Systems of Work, individual and site specific risk assessments.
5. Carry out regular checks on all tools, equipment and machinery making sure they are safe to use and are regularly serviced.
6. Organise and deliver a day to day programme of work to provide a quality comprehensive caretaking service.
7. Carry out regular vehicle checks to make sure they are roadworthy.
8. Provide a comprehensive internal and external cleaning service for all communal areas including windows.
9. Carry out regular fire safety inspections and routine testing of fire safety systems and equipment, maintaining records and reporting any issues.
10. Carry out fire safety checks of balconies and deck access inspections, water hygiene checks
11. Monitor all faults, damage to communal areas and individual flats and carry out basic repairs where possible.
12. Maintain grounds/gardens, reporting and removing fly-tipping or large items of rubbish and make sure bins are ready for collection.
13. Support colleagues in the promotion of a positive living environment and report areas of nuisance or anti-social behaviour.

14. Manage emergency situations appropriately by following procedures.
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">• Supervisory or Management qualification• Health & Safety / C.O.S.H.H. Certificate / Awareness of Health & Safety consideration• Janitorial / Cleaning experience• Ability to carry out basic housing repairs• Ability to climb ladders• Experience in grounds maintenance duties• Spraying Certificate PA6 or equivalent (Desirable)
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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.



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