Manchester City Council

**Role Profile**

# Caretaker, Grade 3

# Homelessness, Directorate for Children and Families

**Reports to: Team Leader**

**Job Family: Facilities**

**Key Role Descriptors**

The role holder will contribute to the goals of the team through the provision of high quality and responsive facilities management service.

The role holder will provide a flexible, seamless, customer focused service undertaking a variety of tasks to a high quality standard to maintain a clean, safe and secure working environment for all visitors and employees.

**Key Accountabilities**

Effectively maintain the internal and external appearance and cleanliness of buildings and the immediate surrounding areas, carrying out inspections, liaising with customers and reporting identified issues.

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, in written and verbal form from a wide range of internal and external customers.

The role holder may be required to update and extract information from management information systems and complete relevant documentation, ensuring accuracy and confidentiality of information produced within the section.

Work collaboratively with colleagues and independently to ensure safe working environments and practices, adhering to all health and safety regulations.

Direction of Facilities Assistants (Level 1) to ensure that all tasks are carried out in accordance with procedures and to the required quality standards to deliver a customer focused service

Contribute to effective building security to ensure a safe environment and the security of buildings and other resources through the operation of security systems, locking premises and setting security alarms and safe keeping of keys.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio: Caretaker**

Temporary Accommodation specifically targeting people who are new to homelessness which enables a dedicated therapeutic and supportive approach.  People who are new to homelessness will be referred into the centre, accommodated in a safe, welcoming and friendly environment where they will receive an intensive support offer to enable rapid move on. The average duration of their short stay will be 12 weeks, although some people will need much longer duration in the accommodation.

Possessing a friendly and non-judgemental approach to citizens is a key requirement of this role because for a vulnerable adult who has been homeless, being made to feel welcome in a safe and clean environment is the first step to recovery.

The role holder’s willingness to work alongside volunteers and support the programme of activities delivered on site will be a requirement of the role.

A flexible approach and a willingness to respond promptly to tasks that may occur outside of daily routines will be required in this role.

**Caretaker – Key Competencies and Technical Requirements**

**Our Manchester behaviours**

* We work together and trust each other
* We’re proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and aren't afraid to try new things

**Generic Competencies**

* **Communication:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others.
* **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines and know when something needs to be referred to supervisor.
* **ICT Skills:** Ability to set up and maintain effective systems to manage information. Ability to use multiple applications, systems and associated software packages
* **Creative Skills:** Ability to find solutions to situations that are presented of a routine nature.

**Technical Requirements (Role Specific)**

* Ability to physically lift and carry equipment and materials.
* Willingness to adopt a flexible approach to working different hours if required due to the needs of the service.
* The role holder must be willing to apply for an enhanced DBS (Disclosure and Barring Service) check