****Job and Role Profile**

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| **Job title:** | Trainee Caretaker, B1 | **Leader of others:** | No |
| **Reports to:** | Estates Team Leader | **Contract type:** | Permanent |
| **Business Area** | Repairs and Estates | **Budget holder?** | No |

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| **Job purpose** |
| **The postholder will be** supporting the delivery of a high quality, efficient and effective repairs and estates service. They will also **invest in themselves by getting involved in a variety of multi-trade work (plumbing, joinery, plastering and decorating) helping to improve the homes of BITMO’s tenants.** We will offer the postholder full on-the-job training and our expert team and partnering contractor will guide technical and personal development. We will also support the post holder to work towards a Level 2 Property Maintenance qualification that will solidify learning. As part of this role, the post holder is expected to attend college one day a week or for block release and complete the required assignments, along with any associated tests.  |

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| **Key responsibilities** |
| * Supporting the team with providing high quality internal and external building, plumbing, joinery and decorative services
* Supporting the team with periodic estate inspections of managed areas recording the condition of the estate, noting and photographing any defects or hazards and reporting back to the Estates Team Leader to arrange remedial work
* Supporting the team with undertaking cleaning of communal areas and void clearance.
* Support the team in carrying out environmental tasks including fencing repairs, general gardening and to assist in the removal of bulky items including furniture, building waste, and household rubbish in maintaining a high standard of cleanliness on the estate. Working outdoors in all weathers
* Support the team with carrying out weekly tests of fire doors, emergency lighting, and recording this in logbooks
* Support the team with other general caretaking and estate duties
* Manage and complete tasks promptly and efficiently ensuring safe working practices are followed
* Provide excellent customer service, treating all customers with respect, kindness and a friendly face
* Producing accurate and timely information or records on the work undertaken
* Working effectively in immediate team and forming key relationships with other areas of BITMO
* Play an active part, in achieving high first-time fix on repairs, making every attempt to complete responsive repairs at the first visit
* Ensure all own works are undertaken in line with H&S requirements and that Risk Assessments and safe systems of work are followed and adhered to at all times
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| **What you will bring to the role** |
| **The main things:** |
| * GCSE Grade C/Level 4 in English and Math's
* Enthusiasm for developing a variety of new skills
* Passionate about growing a career in multi-skilled trades and estate management
* Good practical skills with a methodical approach to work
* Driven and self-motivated
* Passionate about doing the right thing, not the easy thing
* Ability to manage own workload and meet deadlines
* Strong communication skills
* Excellent teamworking skills
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| **It would be a bonus if you have:** |
| * Previous experience of doing a similar role / work experience in a similar role
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| **Our values:** |
| * High standards of governance, accountability, leadership and probity.
* Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
* Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
* Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
* Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each other's points of view and provide an environment where people are happy to share ideas and information in a variety of ways
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| **Our Mission and Aims:** |
| The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its mission which is to Build a Better Future for Belle Isle. In addition, the postholder will contribute to Belle Isle TMO’s aims which are to;* Provide High Quality Services
* Help build a safer and stronger community
* Be a well-run Tenant Management Organisation
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| **Our Service Promise:**  |
| * Always be as helpful as we can be;
* Offer relevant, useful and accurate information;
* Make sure we have a range of services and activities that meet service user needs;
* Listen to service users and wherever possible, act on feedback;
* Support service users to achieve their goals; and smile
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