

Lancaster City Council - Job Description & Person Specification

Job Title:	Estate Caretaker – General Needs blocks of flats	Grade:	GG56	Job Code:	LCC933
Service/Team:	Council Housing	Role Type:	FIXED	Reports to:	Housing Manager
Line Manages:	Not applicable				

Job Overview

Overview

The postholder will be a proactive, reliable individual who can maintain high standards across our estates, act as a visible presence, and support safe, clean and well-managed blocks of flats.

They will be responsible for delivering high-quality caretaking services across general needs blocks of flats and communal areas, ensuring that estates are:

- Clean, safe and well-maintained
- Visible and well-managed
- Compliant with health and safety standards

The caretaker will act as a visible presence on estates, identifying issues at an early stage, and working closely with housing, repairs and community safety teams.

They will be responsible for daily inspections on the Mainway Estate to meet any and all compliance and safety needs.

Direct Responsibilities

1. Estate cleanliness and standards

- Carry out daily/regular inspections of communal areas, including:
 - Internal communal areas (stairs, corridors, landings)
 - External areas (paths, bin stores, entrances)
- Undertake litter picking and basic grounds maintenance
- Ensure bin areas are managed appropriately and report misuse or fly tipping
- Maintain estate appearance to agreed service standards

2. Monitoring and reporting repairs

- Identify and report repairs in communal areas, including:
 - Lighting failures
 - Doors, windows and security issues
 - Structural or environmental concerns
- Report:
 - Graffiti
 - Fly tipping
 - Damage to communal areas

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- Monitor and report overflowing drains, leaks, or water escape issues

3. Health and safety compliance

- Carry out daily checks of communal areas on the Mainway Estate to identify risks, including:
 - Fire safety hazards (blocked escape routes, hazards in corridors)
 - Unsafe items in communal areas
- Report non-compliance with fire and safety standards
- Assist with access for:
 - Gas, electrical and fire safety inspections
 - Compliance works

4. Estate presence and tenant engagement (other estates)

- Provide a visible and approachable presence on all estates as required
- Respond appropriately to tenant enquiries and direct them to relevant services
- Support tenancy management by:
 - Reporting tenancy issues
 - Identifying vulnerability or risk indicators

5. Anti-Social Behaviour (ASB) and neighbourhood issues

- Observe and report:
 - Anti-social behaviour
 - Environmental nuisance
 - Emerging issues within blocks
- Provide clear, factual information to the Neighbourhood / Community Safety team

6. Contractor and service coordination

- Act as a point of contact for contractors on site
- Provide access to communal areas where required
- Monitor contractor activity and report any issues
- Monitor cleaning of communal blocks to ensure this is carried out in accordance with the supplier contract and meets tenant satisfaction

7. Record keeping and reporting

- Maintain accurate daily records of:
 - Inspections carried out
 - Issues identified
 - Actions taken/reported
- Provide information to support:
 - Performance monitoring
 - Estate inspections
 - Service improvement work

8. Additional duties

- Distribute letters, newsletters and notices to residents
- Carry out equipment checks in communal areas
- Undertake any other duties appropriate to the role
- Take meter readings for Landlord meters

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Primary Measurable Objectives
• Maintain clean, safe and presentable estates • Ensure timely identification and reporting of issues • Provide a visible and proactive estate presence • Support compliance and tenant safety
Staff Management Responsibilities
• Not applicable

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	No formal qualifications Willingness to undertake relevant training	Training or certification in: Health and safety, Manual handling, Caretaking operations Knowledge of Social Housing regulations	App Form, Interview, Certificate
Experience	Experience of working in a public/customer-facing environment Experience of identifying and reporting maintenance or environmental issues Experience of carrying out cleaning, caretaking, or estate-based duties Basic understanding of health and safety responsibilities in the workplace	Awareness of: Anti-social behaviour (ASB) Estate management issues Experience of working alongside contractors or multiple services Experience working in social housing, estate services, or facilities management Experience of working in blocks of flats or communal environments	App Form, Interview
Job Related Skills, Knowledge & Abilities	Ability to work independently and manage own workload (including lone working) Good observation skills – able to identify risks, issues and emerging problems	Ability to deal with challenging or sensitive situations appropriately Basic IT skills (e.g. reporting repairs via system, using mobile devices)	App Form, Interview

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	Ability to communicate clearly and professionally with tenants and colleagues Ability to follow processes and report issues accurately Basic record-keeping skills (written or digital) Ability to undertake manual handling and physical tasks associated with the role	Ability to contribute to positive tenant engagement and estate presence	
Personal Attributes Including Interpersonal & Communication Skills	Reliable and dependable with a strong sense of responsibility Proactive and able to identify and act on issues without supervision Professional and respectful in dealing with tenants Positive and customer-focused approach Commitment to maintaining high standards of cleanliness and safety	Ability to build positive working relationships with tenants and colleagues Takes pride in maintaining estate presentation and standards Awareness of the importance of consistency and fairness in service delivery	App Form, Interview
Special Requirements/Other	Ability to work across multiple sites within the district		App Form, Interview

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	Flexible approach to working hours and duties Willingness to work outdoors in all weather conditions Ability to undertake physically demanding tasks The postholder will be subject to a basic clearance with the Disclosure and Barring Service (DBS)		
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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	