



Job Description

Job Title:	Caretaker Operative (Bulk Truck)
Pay Range:	£21,000 – £23,500 (depending on experience)
Hours:	35.00 hours per week
Work Pattern:	Monday - Friday
Location:	Clapton Park Management Organisation (CPMO), London E5 0HL
Responsible To:	Caretaker Supervisor / Repairs Maintenance Manager
Responsible For:	N/A

Main Purpose of the Post

- To maintain a safe and aesthetically pleasing environment for residents and members of the public.
- To work individually or as part of a team to deliver a high-quality day-to-day cleaning service to estates, blocks and communal areas managed by CPMO.
- To work individually or as part of a team to deliver a high-quality bulk refuse collection service to estates, blocks and communal areas managed by CPMO.
- To work individually or as part of a team to remove graffiti and fly posting on estates, blocks and communal areas managed by CPMO.
- To work individually or as part of a team to undertake CPMO's ongoing jet wash programme across estates, blocks and communal areas managed by CPMO.
- To report repairs and defects to CPMO Housing Management staff as identified whilst on the estate.



Key Activities

- Attend cleaning tasks in compliance with schedules and frequencies defined for each estate, block or communal area.
- Operate and or crew the bulk refuse truck.
- Remove bulk refuse items as per assigned jobs and or ad hoc as identified when patrolling the estate and take away for disposal at the recycling centre.
- Undertake jet washing of communal areas as required.
- Clean the Housing Office and the Tenants' Rooms and other CPMO offices as required.
- Report emergencies, communal repairs, and any incidents of vandalism.
- Keep internal and external areas free of graffiti.
- Manage bin areas and bins including disinfect, rotate, position for collection, deep clean etc.
- Check communal lighting, report defects, and replace bulbs as required.
- Monitor the use of internal communal areas by residents, visitors and contractors.
- Deliver occasional leaflets and letters.
- Assist in the management of notice boards.
- Be flexible to work in any location for the needs of the service as directed.
- Promote a positive image to our customers and the local community, working to ensure all residents receive the best possible service.
- Provide full and accurate information to residents in a friendly and welcoming manner and deal with most general enquiries without referral.
- Always wear personal protective clothing that is provided and to display CPMO identification badge whilst on duty.
- Be aware of and comply with CPMO Health and Safety policies, and to work in such a way as not to endanger yourself or other persons.
- Comply with any COSHH regulations which apply to cleaning materials that are used.
- Other related duties as may be required and as may be reasonably associated with the normal level of duties and responsibilities of the post holder, as directed.



Criteria	Job Requirements	M.O.A.
Qualification & Knowledge		
D	Basic level of Literacy and Numeracy.	A
E	Basic appreciation of Health and Safety.	A/I
Skills & Competencies		
E	Good Communication Skills.	A/I
E	Excellent customer service skills — courteous and polite always, regardless of the situation and circumstance.	A/I
E	Ability to organise and prioritise workload to meet expectations.	A/I
E	Ability to learn role requirements and deliver expected standards.	A/I
E	Ability to identify repairs within communal areas.	A/I
E	Ability to work as part of a team and use own initiative.	I
E	Resilience under pressure.	I
D	Knowledge and understanding of Health & Safety / COSHH laws.	I
Experience		
D	Experience of cleaning services and cleaning equipment.	A/I
E	Experience of working to tight schedules.	I
Other		
E	Physically fit and able to carry out role requirements such as carrying	A/I
E	Ensure safe loading/unloading of bulk truck	I

E	Maintain a clean and professional vehicle	I
E	Full Driving License.	A
E	Good appreciation and commitment to equality and diversity	I
Circumstances		
E	Ability to work outside normal working hours as required.	I

CRITERIA	M.O.A. (Method of Assessment)
E = Essential D = Desirable	A = Application Form I = Interview T = Test C = Certificate P = Presentation AC = Assessment Centre