

JOB TITLE: Caretaker
LINE MANAGER: Property Manager
DEPARTMENT: Property Manager/Estate Manager/Duty Manager



AIM OF POST

The purpose of the Caretaker is to service the development, its guests and visitors by ensuring the development is maintained and presented to a high standard, in accordance with health and safety requirements.

MAIN DUTIES AND RESPONSIBILITIES:

General Accountabilities

- Lead by example, adopting Rendall & Rittner policies, procedures and values.
- Constantly strive for continuous improvement.
- Delivering excellent customer service.
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices.
- Able to handle confidential and sensitive information, dealing with issues and queries with utmost professionalism.

Role Specific Accountabilities

- To perform your duties and provide cleaning and caretaker services, in the prescribed manner, as instructed by the Property Manager.
- To inspect, on a daily basis, all internal and external common areas of the development and report any defects, repairs, security or health and safety concerns .
- To carry out minor repairs where possible.
- To clean the communal areas of the development both internally and externally.
- To act in a courteous and helpful manner to all occupiers in addition to members of the public, other staff, guests, and to contractors employed on the development.
- To enter all relevant comments/details in the development logs.
- To be flexible and undertake duties as required by the manager.

REQUIRED EXPERIENCE AND TECHNICAL COMPETENCY

- Excellent verbal and written communication skills.
- Excellent IT and numeracy skills.
- Proven ability to apply best practice in the use of all materials and equipment that is provided to carry out work.

Audience
Approved
Template JD2024
Revision no [1]

Author Brandon Colliss
Approver
Scope
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Date 02/02/2024
Reviewed []
Reference [JD2024]
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KEY BEHAVIOURAL COMPETENCIES

- **Fairness**

Ability to demonstrate that you can be relied on, and will treat others as you want to be treated, with respect and honesty.

- **Organisational Improvement**

All companies need to be moving forward to keep their good name. We rely on you, our employees, to come up with the ideas that will take us to our aim of being the UK wide market leader in residential property management.

- **Communication**

Passing on and gathering information confidently and clearly, across all communications channels and able to win support and gain co-operation from others to achieve goals.

- **Respect**

Ensuring that ethical values are applied consistently to all. This includes taking the time to respect and understand others, interpersonal sensitivity and cultural awareness.

- **Unified Approach**

Working with others; openly sharing information and helping colleagues to meet business goals and comply with Standard Operating Procedures (SOP 's).

- **Safety**

Actively seeks to maintain a safe work environment for all employees, clients, contractors and members of the public.

SUSTAINABILITY

- To promote sustainability initiatives as directed by Rendall & Rittner.

The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date:

