



**watmos**  
COMMUNITY HOMES

# Recruitment Information

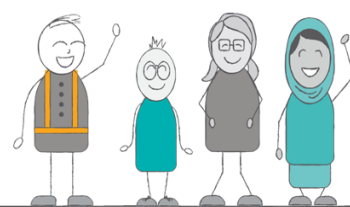
## Caretaker





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# Letter To Applicants

August 2024

Dear Applicant,

**Re: Caretaker**

**Location: Walsall, West Midlands**

Thank you for responding to our recent advertisement for the post of **Caretaker**.

To apply you should upload your CV and complete some basic details on our recruitment site, which can be reached by clicking [here](#)

Further information about Watmos can be found on our web site [www.watmos.org.uk](http://www.watmos.org.uk)

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their CV that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application.

Should you have any questions or have special requirements please e-mail [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk) or contact Jen Medza, Human Resources Assistant on 01922 471910.

- The closing date for receipt of applications is **8<sup>th</sup> September 2024**.
- Shortlisting will take place by **12<sup>th</sup> September 2024**.
- Interview process will take place on **2<sup>nd</sup> October (practical assessment) and 3<sup>rd</sup> October 2024 (formal interview)**.

Should you have any questions regarding the application process please do not hesitate to contact me.

All the very best with your application.

Yours sincerely,

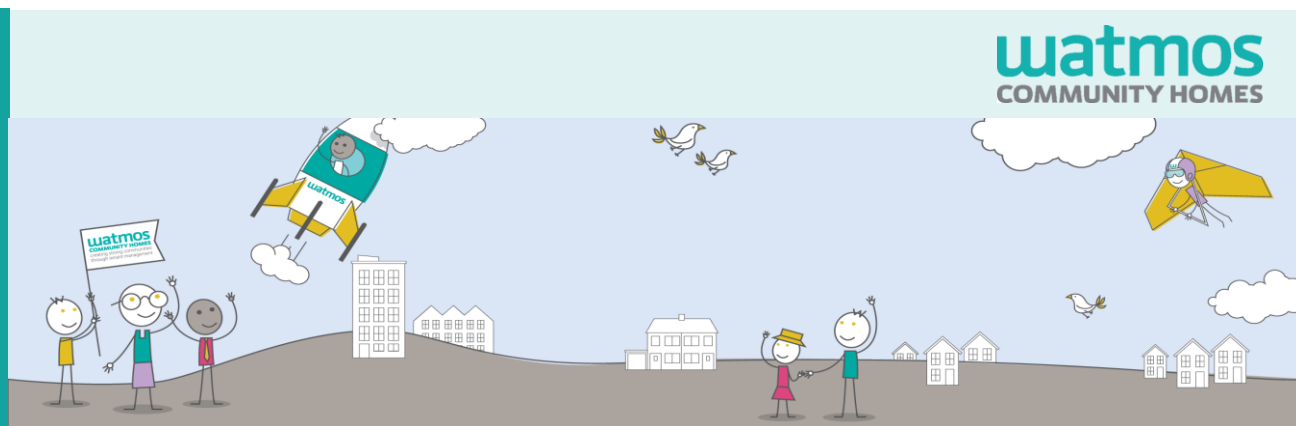
*M. Anderson*

Michael Anderson  
**Head of Human Resources**





# Advertisement



Leading the way in resident empowerment Watmos' unique approach has put it at the forefront of transforming communities, providing great homes and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

## Caretaker

**£31,736 plus many benefits.**

**Location: Walsall, West Midlands.**

This position entails overseeing the day-to-day maintenance, security, cleanliness and upkeep of the properties and estates managed by Watmos including contributing to cost-effective improvements in both the internal and external environments.

You will collaborate within a team to deliver a highly efficient caretaking and maintenance service across the estates whilst maintaining a high level of customer satisfaction.

The ideal candidate will demonstrate strong communication and organisational skills, along with a comprehensive understanding of health and safety and environmental matters. You should either hold relevant trade qualifications or possess equivalent experience. Additionally, you must be capable of handling enquiries and resolving complaints effectively, even outside regular office hours.

The post is offered on a shift rota basis, 7 days a week, 365 days per year (37 hours over any five days in seven, averaged over 14 days). Flexibility is essential along with the ability to travel to different sites as and when required.

We are genuinely proud of our diversity, our people, our values, our homes and our achievements and you will support our ongoing evolution.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

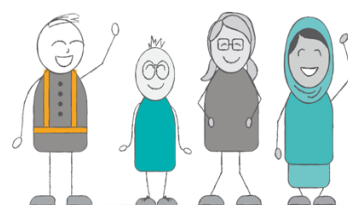
### To download a recruitment information pack and apply:

**Visit:** <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

**e-mail:** [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk)

**Write to:** Jen Medza, Human Resources Assistant  
Watmos Community Homes, 116-120 Lichfield Street,  
Walsall, West Midlands, WS1 1SZ

**Closing Date:** 8<sup>th</sup> September 2024





# Job Description

<b>Job Title:</b>	Caretaker
<b>Department:</b>	Walsall Housing
<b>Responsible to:</b>	Estates Coordinator
<b>Responsible For:</b>	None
<b>Significant Relationships:</b>	Watmos Staff Committee Members Residents
<b>Location:</b>	Watmos Community Homes, Avenues TMO, Burrowes Street TMO, Chuckery TMO, Delves TMO, Leamore TMO, Sandbank TMO, Twin Crescents TMO.
<b>Special Conditions:</b>	<p>The post is offered on the basis of a 37 hour week. Caretakers work as part of a shift rota system which by its nature has to be flexible over a 24 hour period, 7 days a week, 365 days per year including statutory/bank holidays. Flexibility to cover for absences is essential (i.e. sickness/annual leave).</p> <p>Lone working required.</p> <p>Distinctive or protective clothing to be worn as required.</p> <p>Travel to suppliers, other areas of Walsall.</p> <p>Caretakers will be required to attend any training as necessary.</p>

## Job Purpose

Take personal responsibility for the up-keep, security, cleanliness and maintenance of the area. Work as part of the Estate based team in attaining and maintaining the highest standards of customer satisfaction. Identify and assist in ways to improve both the internal and external environment, whilst paying attention to value for money.







# Job Description

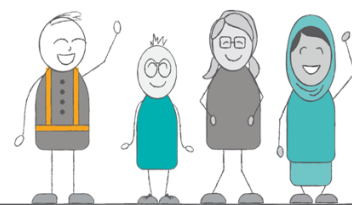
## Key Responsibilities

### Health and Safety

1. Be responsible for own and others compliance with all requirements of health and safety legislation and organisational policies and procedures and be responsible for raising any emerging issues with Estates Coordinator
2. Report any incidents, near misses or accidents to the Estate Coordinator
3. Work as part of a team to ensure that daily fire safety checks of every block of flats, service rooms and communal areas are conducted and all risks to health and safety in an emergency are identified and recorded including, but not limited to, faults, obstructions, blockages, lighting, operation and integrity of fire doors, signage, fire alarm panels, fire fighting equipment and lift auto diallers. Ensure all reports and records as required by Watmos are completed as instructed and submitted timely.
4. Work as part of the team to ensure monthly in-depth safety check of emergency lighting in all blocks is conducted and all reports and records as required by Watmos are submitted accurately and on time.
5. Ensure first aid kits are available and stock is maintained so that prompt minor emergency first aid and CPR can be delivered at any time.
6. Accompany staff on duties that require visits to customers' homes, as and when required.
7. Act in accordance with lone worker policy and procedures (Managing Personal Safety at Work Policy) and actively use any lone working equipment issued by Watmos. Use fobs when entering and exiting all buildings.
8. Ensure stores, rooms and salvage areas are kept in an uncluttered, clean and tidy condition and in compliance with fire safety regulations, raising any issues or risks with the Estates Coordinator as necessary.
9. Check play area on a daily basis for cleanliness, hazards or risks to safety, taking immediate remedial action where appropriate and/or reporting it to the Estates Coordinator.
10. Conduct a full patrol of the site when first on duty.
11. Check lift, stairs and landing chutes. All defects to be rectified or reported to the office. All rubbish should be removed to appropriate areas. Mop lifts when necessary and on last patrol.

### Environmental

1. Conduct regular patrols of the entire site within every shift, ensuring accurate and timely reports and records are provided, as required, by the Estates Coordinator
2. Be flexible in supporting the organisation in maintaining excellent service standards by undertaking some cleaning, gardening and grounds maintenance in the absence of cleaning or other environmental operatives and/or contractors or in times of high demand, as directed by the Estate Coordinator.
3. Carry out planned/routine repair and maintenance of external fixtures and fittings, for example, benches, fencing, line marking and signage.
4. Ensure immediate removal and/or cleaning of hazardous materials and substances, fouling, rubbish, fly tipping from any communal area within the site.





# Job Description

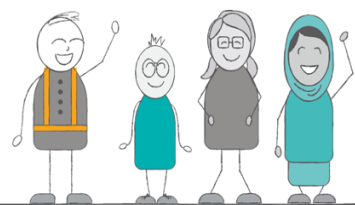
5. Ensure litter and dog waste bins are regularly emptied and kept clean and in good condition.
6. Keep clean, disinfected and tidy bin hoppers, chutes, paladin bins and all bin areas, including ensuring correct disposal of refuse and recycling by residents, regular rotation and putting out for collection on scheduled days.
7. Ensure removal of offensive graffiti within 24 hours of reporting and all other graffiti within 7 days.
8. Remove large and/or bulky items from communal areas, open spaces and voids to salvage areas immediately and ensure that salvage areas are clean, tidy and salvage levels are managed and controlled.
9. Ensure cleanliness and tidiness of the communal areas and open spaces at all sites managed by Watmos, including, but not limited to, regular sweeping, litter picking, pressure washing, weed and moss removal, grass cutting, hedge trimming and clearing as required by Watmos.

## Repairs and Maintenance

1. Ensure that all requests for repairs taken directly from tenants during office hours are directed to the Repairs Officer for prioritising and scheduling with the resident.
2. Respond to residents' repair requests out of normal office hours, assessing urgency and priority, attending only to emergencies and making safe, as set out in the relevant procedure. All non-emergency repairs are to be processed in accordance with point 1 of this section. All repairs requests from residents and action taken are to be reported as required each day.
3. Maintain and repair lighting in communal areas and open spaces immediately upon identification of fault including, changing lamps, starters, broken covers, adjusting time clocks etc. reporting details of location, action taken and repairs done or needed to Repairs staff, as required, each day.
4. Report all other repairs required in communal areas and open spaces to the office repairs administrator for prioritising and scheduling.
5. Assist contractors where possible and as approved and directed by the Estates Coordinator.
6. Be flexible in supporting WATMOS in maintaining excellent service standards and performance by undertaking some responsive and void repair works and communal repairs work or in times of high demand, including but not limited to plumbing, carpentry, locksmithing and basic DIY and as directed Managers.
7. Assist with delivery, storage and control of stock.
8. As a result of daily checks, report any defects or breakdowns of lifts and associated equipment to the Repairs Officer during office hours and directly to the engineers out of office hours, reporting location, action taken and details of the repair needed to the Estates Coordinator, as required, each day.

## Crime, Nuisance and Anti-Social Behaviour (ASB)

1. Act as the eyes and ears of the neighbourhood, reporting information and details from witnesses back into the office for further investigation and/or action.
2. Through exercising a high degree of visibility and presence, make a positive contribution to overall perceptions of the neighbourhood as being a peaceful and safe place to live, achieved through regular documented internal and external patrols throughout the entire daily shift.





# Job Description

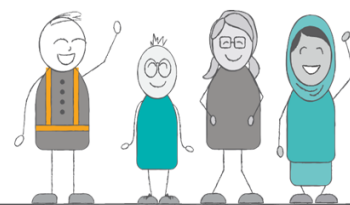
3. Closely supervise entrances to blocks, stairwells and landings, proactively ensuring that access is restricted to residents, their visitors and/or those on legitimate business. Where issues or trends are emerging then report back to the Estates Coordinator and or the Area Operations Manager for review and response.
4. Out of normal office hours, respond to and assess reports of ASB from residents, intervening in early low level action if assessed as safe, appropriate and necessary to do so before reporting into the Office for further investigation and action.
5. Act as a professional witness to any ASB, crime or nuisance on the estate at any time.
6. Ensure that access to CCTV is available during the course of duty and all third party requests for access to information and data held on CCTV monitoring equipment are made in accordance with policy and procedure in effect at the time.
7. Report any unroadworthy, abandoned vehicles or vehicles not displaying a permit to park to the Estates Coordinator.
8. Liaise and collaborate with police and other enforcement agencies as directed by the manager.
9. Deal effectively with stray animals on site.
10. Accompany staff on visits from time to time and as required.
11. Ensure high levels of professionalism, integrity and confidence is exercised at all times when dealing with incidents or when in contact with both complainants and perpetrators of ASB.
12. Operate and monitor the CCTV system and door entry system of the estate in accordance with policy and regulations.

## Other

1. Welcome, advise and support new tenants in settling into their new neighbourhood.
2. Encourage involvement and positively promote resident empowerment.
3. Deliver correspondence and communications to tenants as required and monitor notice boards and signage to ensure they are up to date.
4. Build positive, supportive and co-operative relationships with colleagues and TMO committees, that ensures a high quality, effective and efficient service to residents.
5. Make a positive contribution to the development and improvement of services and systems in operation at Watmos.
6. Attend team meetings, one-to-ones, appraisals as required and be responsible for identifying and proposing training and development needs both for you and the wider team.
7. Ensure that all data, information and reports are completed correctly, as requested and on time.
8. Undertake any other duties as appropriate to the grade of the post as required.
9. Update records of any incidents or accidents.
10. Comply with and implement the GDPR (General Data Protection Regulation).

## Note:

No job profile can cover every issue which may arise within the post at various times, and therefore the jobholder is expected to carry out other duties requested by the Estates Coordinator, Senior Caretaker, Area Operations Manager or line manager from time to time.







# Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
<b>Qualifications</b>			
1.	Relevant trade qualifications (e.g. plumbing, carpentry, electrical) or qualified by experience to a similar level.	✓	
<b>Professional Knowledge and Experience</b>			
1.	Knowledge, skills and experience in plumbing or carpentry or electrical work and related functions.	✓	✓
2.	Knowledge of health and safety.	✓	✓
3.	Able to analyse situations and investigate problems with a view to providing solutions.	✓	✓
4.	Possess the confidence and ability to effectively deal with enquiries and complaints out of office hours.	✓	✓
5.	Knowledge of social housing and resident empowerment.	✓	✓
6.	Genuine commitment to tenant managed organisations, co-operative housing principles and managing stakeholders' interest.	✓	✓
<b>Skills and Abilities</b>			
1.	Have the professionalism to deliver a high standard of customer care.		✓
2.	Be self-motivated, have a flexible approach and a positive attitude.		✓
3.	Strong written and verbal communication skills.		✓
4.	Be computer literate.	✓	✓
5.	Understanding of residents' aspirations and concerns.		✓
6.	Appreciation of and commitment to the Watmos Group's corporate objectives.		✓
7.	Commitment to diversity and equality principles in relation to tenants, residents and staff.		✓
8.	Strong organisational and time management skills.		✓





# Benefits

## My Pay

- Competitive salaries, which are benchmarked regularly.
- Salary reviewed annually.
- Enrolment into a pension scheme (4% employee contribution, 5% employer contribution). Opt-out available.
- Enhanced maternity, paternity, adoption and shared parental pay.
- Enhanced sick pay for when you really need it.
- Travel to work loans.
- Electric vehicle car lease salary sacrifice scheme.
- Considerable savings via our high street discount schemes – retail, travel, gym and leisure discounts.
- Enhanced travel expenses.
- Additional pay when working away from home for more than a night.
- Free professional subscriptions.
- Free car parking.

## My Wellbeing

- 25 days annual leave rising to 30 days.
- 8 bank holidays.
- 4 additional concessionary leave days.
- Employee Assistance Programme offering support for home and work issues.
- Interactive wellbeing app designed to enhance your overall wellbeing.
- Access to free 24 hour counselling.
- Cycle to work scheme.
- Free flu jabs, eye tests and occupational health advice.
- Free tea and coffee etc.
- Ongoing assessment of your wellbeing and motivational drivers (work and personal) via 'Open Blend' software.
- A culture that promotes equity, diversity, inclusion and belonging.

## My Flexibility and Work-Life Balance

- Hybrid working (home and office working), where role allows.
- Flexible working depending on your role. Flex your start and finish times.
- Flexi-leave. Additional time off for accrued flexi-time.
- A wide range of family friendly policies.

## My Development

- In-person and online training sessions as well as e-learning, coaching, interactive workshops and external courses leading to a qualification.
- An innovative approach to performance management via the 'Open Blend' software coaching framework, putting the employee and their development at the heart of conversations.





# About Watmos

## Our Mission and Vision

By delivering our corporate objectives we will fulfil our mission, which is our 'core purpose' and our vision, which is what 'we ideally want to achieve for our residents'.

Our mission and vision are set out in the graphic to the right.



### Our Mission

To provide great homes and services, build strong communities and improve people's lives.



### Our Vision

To build a strong community focussed organisation where all our residents can prosper in healthy, safe and vibrant neighbourhoods.

## Our Values

Our values are very important to us; they are our guiding principles driving what we do and how we work to deliver our Corporate Strategy. They reflect who we are and how we want to be seen.

Our values were developed by our Board and staff, and we hope everyone who meets us will agree that we live by them, and they are real. Our values are set out in the graphic to the right.



**We are Stronger Together:** We value the diversity of talents, perspectives and experiences of our people. We work collaboratively to foster creativity, challenge constraints and achieve shared goals.



**We have Integrity:** We are sincere and act with honesty and fairness. We keep our promises and are accountable for what we do, how we work and our decision making.



**We are Caring:** We work for the wellbeing and safety of our people showing empathy and understanding. We take responsibility for our environment.



**We Strive for Excellence:** We constantly review and improve how we do things. We take pride in our work. We make decisions that drive value for money and social impact.



**We are Community-Focussed:** We provide support to develop the skills, health and wellbeing of residents and build the capacity of community groups to help support thriving communities.



**We are Agile:** We are adaptable, resourceful and dynamic. We innovate to rise above challenges to make best use of our resources.

**Link to Corporate Publications:** <https://www.watmos.org.uk/corporate-publications>

