



Role Profile

Community Caretaker				Purpose			
Reference No.	I588.01	Type	Individual	To deliver a community caretaking service which addresses estate management issues and supports the work of Housing Management Officers within the community.			
Service	Communities, Housing Services						
Job Family	Care 2	Grade	FC3				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Providing a customer service which includes giving face-to-face advice and resolving a diverse range of customer issues/problems as a significant element of the job.				Experience of working in an advice, housing, welfare or community development environment	✓		
				Ability to provide a regular and effective service (Deliver Results – See How We Work Matters Framework)	✓		
				Customer care skills (Focus on customers)	✓		
				Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or ‘O’ Grades or equivalent		✓	
				Literacy and numeracy skills. Ability to compose letters and brief reports on issues in area	✓		
				IT skills (Embrace technology & information)	✓		

E = Essential Criteria D = Desirable Criteria

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	Creating word documents, updating spreadsheets, saving documents in pre-determined locations. Create and send emails with attachments		
Developing and maintaining positive working relationships both internally, and with partner services and agencies.	Team working skills (Work together)	✓	
Undertaking responsibility for keeping all public areas clean, including landings, entrance hall and areas around block of flats and open spaces.	Organisational skills	✓	
Undertaking responsibility for being a designated key holder for Council buildings as necessary.	Knowledge of security risks		✓
Liaising with Housing Management Officers regarding incidents in the blocks or other estate management problems such as anti-social behaviour or disrepair or abandonment.	Problem solving skills (Take ownership)	✓	
Report repairs to Contact Centre and attend to minor repairs as necessary.	Knowledge of equality and diversity issues		✓
	Prioritising skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results