

Caretaker

Location: On-site at various locations, Newham or Tower Hamlets, London

Reporting to: Head of Property Services

Contract Type: Full-time

Salary: £32,000 p.a.

About us

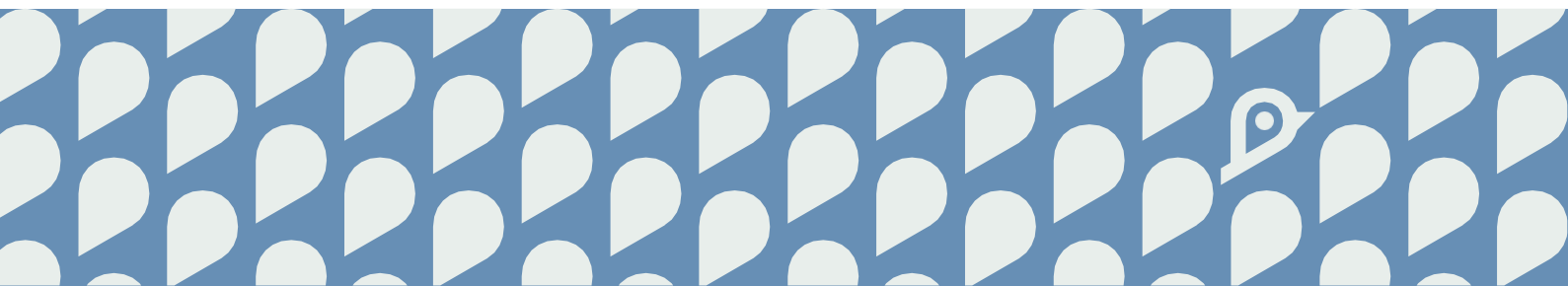
We're growing fast – as Newham's housing delivery company Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infill to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

Role purpose

To ensure the safety of our residents and buildings through the professional delivery of a concierge service at our front desks.

Key responsibilities

- Liaise with contractors on site to manage complex communal repairs and report back to wider teams.
- Carry out post-inspections of communal repairs and completed void property works.
- Pre-inspect works as advised by the wider property team.
- Carry out grounds maintenance works such as weeding, litter picking and trimming.
- Conduct health and safety inspections and checks periodically and record appropriately.
- To rectify any unplanned cleaning emergencies; directly where required (spillages and accidents in communal areas).
- Assist the housing team where double presence is required at home visits.
- Support customers who are unable to carry out repairs that are deemed 'tenant responsibility' (i.e. changing toilet seats, light bulbs etc).



- Communicate service improvement suggestions that will enhance our services to customers.
- Communicate effectively with the customer, team members and other stakeholders in a professional manner.

Skills and Experience

- Willingness to work towards a trades qualification in plumbing or electrical works (sponsored by Populo)
- Professional, polite and focused on providing excellent front of house customer services
- Excellent communication skills
- Comfortable with lone working
- This role will require occasional manual handling and working at a height
- Good understanding of health and safety requirements
- Able to work a 24/7 rota on a shift basis and travel to alternative sites if required.

