



Job Profile

June 2026

JOB TITLE:	Estate Caretaking Manager
GRADE:	POB
POST NO:	30906
JOB TIER:	4
DBS CHECK:	None
GROUP:	Residents Services
SERVICE:	Repairs, Voids and Caretaking Services

REPORTING STRUCTURE

Reports to:	Operations Manager - Repairs and Caretaking
Direct Reports:	2
Indirect Reports:	40

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

ROLE PURPOSE:

To lead and manage the day-to-day operational delivery of the borough-wide caretaking service, ensuring communal areas and estates are maintained to high cleanliness and safety standards in line with the Regulator of Social Housing (RSH) Estate Management Standard.

The role oversees cleaning, the removal of bulky waste presenting fire hazards, environmental management, and proactive estate inspections, ensuring residents receive a safe, well-maintained and customer-focused service.

A. Job Description

1. People Management

- Responsible for the selection, development, and performance of caretaking staff in line with the Council's HR policies.
- Ensure all team members are engaged with the Council's vision, service expectations, and statutory responsibilities.
- Maintain adequate staffing levels to meet operational demands across all estates and communal blocks.
- Manage supervisors and caretaking teams to deliver consistent, professional service standards.
- Deliver regular toolbox talks, including fire safety awareness, hazardous waste handling, and estate cleanliness requirements.
- Ensure all staff receive appropriate Health & Safety training, including manual handling, safe use of equipment, COSHH awareness, and emergency procedures.
- Monitor staff compliance with PPE requirements and safe systems of work, taking corrective action where necessary.

2. Customer Management

- Ensure the service meets Customer Care Standards and the organisation's commitment to "putting residents first".
- Respond effectively to resident enquiries, complaints, Members' Enquiries, and service requests relating to caretaking or estate conditions.
- Ensure communications with residents regarding cleaning cycles, planned works, and bulky waste enforcement are clear, timely, and professional.

3. Operational Service Delivery

- Lead the operational delivery of caretaking services across all communal areas, estates, and blocks, ensuring compliance with the RSH Estate Management Standard.
- Ensure routine cleaning, litter picking, sweeping, and internal/external estate maintenance tasks are delivered to agreed frequencies and standards.

- Oversee the removal of bulky waste and materials posing fire hazards, ensuring prompt clearance and accurate reporting of fire safety risks.
- Conduct regular estate inspections covering cleanliness, repairs, fire safety, lighting, waste management, and hazards.
- Ensure all hazards are identified, recorded, escalated, and resolved in line with statutory requirements, including Awaab's Law and fire safety legislation where relevant.
- Work collaboratively with Repairs, Waste Services, Housing Management, and Compliance teams to address estate-wide issues.
- Maintain accurate operational records, inspection logs, performance data, and digital updates through council systems.
- Support enforcement activity around tenancy breaches (e.g., persistent dumping of bulky waste in communal areas).
- Ensure safe working practices, PPE use, and compliance with health and safety legislation across all caretaking operations.
- Ensure all caretaking activities are carried out safely and in accordance with Health & Safety legislation, Council policies, and industry best practice.
- Oversee the completion, review, and approval of risk assessments for all caretaking activities, ensuring they remain current, task-specific, and communicated to staff.
- Ensure COSHH assessments are in place for all cleaning fluids, chemicals, and substances used by caretaking teams, including safe storage, labelling, handling, and disposal arrangements.
- Maintain and regularly update the COSHH register, ensuring caretakers are trained, competent, and follow the control measures identified.
- Conduct regular audits of cleaning materials to ensure compliance with COSHH, including checks on dilution, PPE, storage cupboards, and hazard controls.
- Ensure that hazardous waste (including bulky waste presenting fire risks) is removed safely, following relevant risk assessments and safe working procedures.
- Lead accident/incident investigations relating to caretaking services and implement corrective and preventative actions.

4. Health and Safety

- Take lead responsibility for Health & Safety compliance within the caretaking service, ensuring adherence to statutory requirements, including the Health and Safety at Work Act, COSHH Regulations, and the Management of Health & Safety at Work Regulations.
- Ensure all caretaking staff understand their duties under health and safety law, including safe systems of work, dynamic risk assessments, and reporting hazards.
- Ensure emergency procedures—such as fire evacuation routes, blocked accessways, and unsafe waste accumulation—are addressed and escalated promptly.
- Undertake regular workplace inspections to monitor safety standards, identify hazards, and ensure corrective actions are completed within agreed timescales.
- Ensure all staff are competent in the safe operation of equipment (e.g., floor scrubbers, leaf blowers, ladders, lifting equipment).
- Maintain accurate records of accidents, near-misses, COSHH assessments, safety audits, and risk assessments.
- Liaise with the Council's Corporate Health & Safety Team to ensure compliance, attend audits, and implement recommendations.

5. Service Planning & Development

- Develop an annual Team Plan aligned with service objectives and statutory standards.
- Review and update caretaking procedures, cleaning schedules, bulky waste protocols, and inspection processes at least annually.
- Identify opportunities for service improvement, waste reduction, resident engagement, and digital efficiencies.
- Ensure SLAs and performance measures are in place, clearly communicated, and monitored.
- Support estate-based projects, regeneration works, and improvement programmes by providing operational expertise.

6. Financial & Resource Management

- Manage the allocated operational budget effectively, ensuring compliance with corporate financial procedures.

- Ensure procurement and purchasing of equipment, PPE, and consumables follow council guidelines.
- Manage expenditure on agency staffing, overtime, and waste disposal responsibly.
- Support recharging activity for waste disposal, tenancy enforcement, and estate damage where appropriate.
- Monitor contractor performance (e.g., waste removal suppliers) ensuring value for money and service quality.

7. Continuous Improvement

- Implement continual monitoring of individual and team performance against SLAs and cleanliness standards.
- Lead improvement initiatives and cultural change to raise estate standards across the borough.
- Review complaints, Ombudsman enquiries, and resident feedback to identify root causes and embed learning into service practices.
- Keep updated on legislation and regulatory changes affecting estate management, caretaking, fire safety, and housing standards.

8. Contacts

- Primary contact with residents, tenants, and leaseholders.
- Regular contact with Repairs, Housing Management, Waste Services, Fire Safety/Compliance teams, and contractors.

9. Additional Responsibilities

- Support emergency response (e.g., fires, floods, environmental hazards).
- Support major incident clean-up operations as required.
- Carry out any other reasonable duties to fulfil the role purpose.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.

- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets
- Delivery against agreed PADA objectives

B. Person Specification

Estate Caretaking Manager

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Experience or qualification in estate services, facilities management, cleaning management, or environmental services.	✓	
Evidence of continuous professional development in a relevant field.		✓
Health & Safety training relevant to caretaking (e.g., IOSH Managing Safely or equivalent).	✓	
COSHH-related training or recognised industry cleaning/ FM certifications.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly and attend sites outside usual working hours when required.	✓	
Ability to work across multiple sites and estates borough-wide.	✓	
Ability to undertake and review risk assessments, including COSHH assessments.	✓	
Full UK Driving Licence.	✓	
Experience working within a social housing or local authority environment.		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable experience managing caretaking, cleaning, estate services or environmental maintenance teams to a high standard.	✓	
Minimum two years' experience supervising operational staff in a multi-site service.	✓	
Experience conducting estate inspections, identifying hazards, and escalating issues appropriately.	✓	
Experience implementing Health & Safety requirements, including COSHH and manual handling.	✓	
Experience managing budgets, resources, or procurement activity.	✓	
Experience supporting tenancy enforcement or managing persistent environmental issues such as recurrent bulky waste.	✓	
Experience in contractor monitoring or partnership working with other service areas (Repairs, Waste, Compliance).	✓	
Experience using digital inspection tools or mobile workforce systems.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Strong understanding of caretaking functions, estate cleanliness standards, and the Regulator of Social Housing (RSH) Estate Management Standard.	✓	
Knowledge of Health & Safety legislation applicable to caretaking, including COSHH and risk assessment requirements.	✓	
Ability to write clear reports, inspection notes, and operational briefings.	✓	

Ability to deliver toolbox talks and staff briefings on cleaning standards, safety, COSHH and safe systems of work.	✓	
Competent user of ICT including mobile reporting tools and service-specific software.	✓	
Knowledge of tenancy-related enforcement processes related to waste or communal area misuse.	✓	
Understanding of fire risk principles relating to communal areas, including bulky waste hazards.	✓	
Ability to analyse performance data and recommend service improvements.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	