

JOB DESCRIPTION

JOB TITLE:	SITE WARDEN
RESPONSIBLE TO:	Community Housing Co-ordinator
DEPARTMENT/ SECTION:	Neighbourhood Services, Customers and Communities
DIRECT REPORTS:	N/A
SALARY (£):	G6

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities by keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

PURPOSE OF THE ROLE

To deliver the site warden service in specific residential units, ensuring the successful and professional delivery of services to customers.

Responsibilities:

- To carry out (or arrange) minor building maintenance to the residential units to include where necessary, ensuring drainage pathways are kept clear of dirt/debris, the removal of graffiti, touch-up painting and the making safe of any potentially dangerous situations.
- Ensure communal areas are kept in a good state of repair at all times, paying particular attention to lighting and slip, trip, or fall hazards.
- Ensure the condition of Communal areas meet the requirements of Fire Management, relating to clear means of escape, and the storage of combustible materials
- To ensure that referred or identified cases of alleged abuse are dealt with promptly and according to CCG policy and procedures

KEY AREAS OF RESPONSIBILITY

General

- Contribute to the 'one team' approach throughout CCG, providing a consistent service to tenants and assistance to colleagues throughout the organisation as required.
- Adhere to CCG policies and procedures, and contribute to delivering service plans and objectives as required.

Service Delivery

- To ensure the excellent provision of services to tenants and other service users, delivering aspirational customer satisfaction.
- Ensure that performance targets are met relating to the allocated area of work.
- To ensure effective communication and working relationships with colleagues across CCG services, and external agencies/ organisations.

Business Development

- To contribute to the delivery of change initiatives within the allocated service area.
- Be involved in undertaking effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other stakeholders.

Performance and Quality

- To ensure that relevant targets, key performance indicators and service standards relating to the allocated service are met.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To provide accurate statistical and appropriate information as required and within set timescales

Other

- To attend Tenant, Staff, Board or external meetings with other stakeholders as required.
- To make effective use of Information Technology within the service.
- To adhere to CCG policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

I confirm that I have read, understood and accept the duties detailed in this job description.

Signed:			
Print Name:		Date:	

PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
Education & Qualification	Good standard of education (equivalent to 3 GCSEs Grade C or above) or broad / extensive experience of supporting vulnerable or older people	Health and Safety training on safety aspects of buildings e.g. Procedures in the event of fire or other emergencies involving services such as gas and electricity or water.	Application Form and Certificates
Relevant Experience	Experience of working within a customer facing organisation Able to identify, assess and resolve problems innovatively and quickly Experience of handling and banking cash	Experience of monitoring sub-contractors e.g. cleaners Experience of managing confrontational situations	Application Form and Interview
Job related Knowledge	Able to deal with diversity and meet the needs of vulnerable and challenging customers	Knowledge of carrying out regular inspections on condition of buildings and their surroundings Knowledge and awareness of good practice in respect to Safeguarding	Application Form and Interview
Job related Skills	Ability to communicate effectively with customers and colleagues. Good organisational, administration and IT skills. Self-motivated, positive, able to work under pressure and confident in decision making	Excellent interpersonal skills.	Application Form and Interview
Other	Willingness to work outside of normal office hours when required. Committed to continuous improvement.	Knowledge of Health, Safety, Quality and Environment Standards and regulations. Ability to deal with diversity amongst customers and meet their needs effectively. In possession of a full UK driving licence.	Application Form and Interview
Language	Fluent in spoken Welsh language		Application Form and Interview