



Job Description

Post	Caretaker
Reports to	Facilities Manager
Hours per week	40 hours per week, Monday to Friday. 8:00am – 4:30pm (flexi hours as required)
Location	Westway Trust Estate, W10 5XL
Salary	£24,856 per annum

The Westway Trust is a unique charity that stewards the resources of 23 acres of space under the Westway A40. In 2019, a local community campaign ensured that the Board of the Trust is led by local people and the Westway Trust now works together with the local community to enable North Kensington to thrive.

In 2021, a new CEO was appointed and a new plan was created for the organisation. This plan set a new vision, mission and values and the Trust now has a clear transformation programme to achieve social, environmental and economic wellbeing and justice. Our leadership team is testament to our values as we strive for excellence and to deliver our ambition we work with a whole range of stakeholders including around 80 Member Organisations. You can see the organisations plan at: www.westway.org/about-us/horizon-plan/

The estate is home to more than three acres of public green space, 120 tenants including more than 20 charities and non-profit organisations, two sports and fitness facilities, 48 light industrial units, 4 car parks, 34 offices, 32 shops, community stables development and an Olympic-registered skate park. This role is critical to ensuring management of a vibrant, diverse and thriving estate.

We already receive more than one million visitors each year to the estate, and we want to expand the community, cultural, retail, sporting and enterprise opportunities here together with improvements to the public realm so that it is a place the tenants and community is proud of and even more visitors can enjoy.

Job purpose

To work as a proactive member of the Facilities Team, under the direction of the Facilities Manager to provide effective, efficient, caring and safety conscious customer service, developing and maintaining high standards of security and presentation of buildings throughout the estate, to ensure continuity of the use of the buildings and grounds for tenants and community use.

Principal accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as by the nature of this role, the Caretaker will be expected to take ownership of the areas of accountability below, and to develop it in line with the needs of Westway Trust tenants and the communities of North Kensington.

- Responsible for light maintenance and housekeeping duties across the Trust's buildings and estate.
- Perform simple repairs and maintenance tasks as required.
- Conduct security checks of the Trust's properties across the estate, involving opening buildings and locking all doors and windows when not in operation.
- Inspecting buildings, including heating, cooling, lighting and alarm systems to make sure they are in good working order.
- For the general upkeep of buildings, sourcing, booking and supervising contractors for minor repairs working with the Facilities Team.
- Work with the Grounds & Gardens team to ensure Westway Trust's land remains clean and tidy at all times (fly-tipping/bins/parking).
- Liaising with colleagues to assist in the unit base parking operations.
- Monitoring of bin collections and cleaning and re-arranging as required.
- Preparing rooms for meetings and events, including the moving of equipment such as tables and chairs.

- Liaising with Events Team to deliver support to events.
- Tidying entrance reception areas of buildings, sorting and distributing mail of multi-tenanted buildings.
- Any other duties as may be reasonably required.

Person specification

You will be an experienced Caretaker or have equivalent experience, with an awareness of property management, general health & safety and good housekeeping. The ability to deal confidently with tenants and the general public, with a good level of customer service. A knowledge of landlord and tenants service charge responsibilities is desirable.

Knowledge and Experience:

- Educated to GCSE standard or equivalent.
- Three years of working with a property team or as a caretaker or in a similar role.
- Electrical and plumbing experience and / or qualification is desirable but not essential.
- Good understanding of technical information, building construction and design.
- Practical ability to use and maintain tools.
- Experience of working in public open spaces.
- Good people management relationships.
- Have good time management, organisational, communication and administrative skills with the ability to work under pressure.
- Proficient at managing databases and programmes.
- Experience of handling anti-social behaviour matters.
- A keen eye for detail and presentation in all aspects of work.
- Holding a clean full driving licence is desirable.
- Good knowledge of the local area would be particularly helpful.

Personal Skills:

- Confident communicator.
- Good people skills and conflict resolution skills.
- Effective problem-solver.
- Reliable and flexible.
- Ability to work on own initiative with minimum supervision.
- Ability to work independently and as part of a team in culturally diverse environment.
- Experience of adhering to health and safety regulations at all times.
- Demonstrable understanding and commitment to equal opportunities and diversity.

The ideal candidate will demonstrate the Trust's Values— Courage, Equity, Integrity, Openness and Sustainability - at all times in their work and behaviours.