

CORNWALL HOUSING



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Scheme Caretaker - Independent & Supported Living

Recruitment pack

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HOUSING



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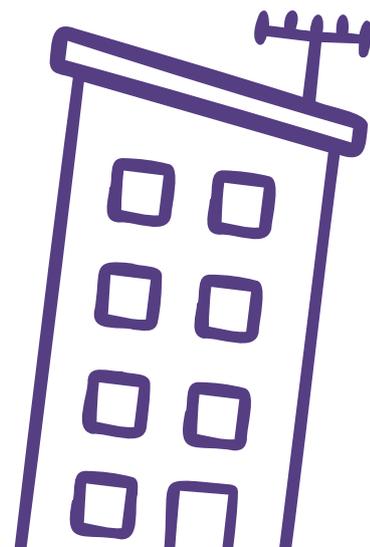
Join us at Cornwall Housing and be part of the change

If you're looking for a quiet life in Cornwall, this isn't the place for you. But if you're after a challenge and a change, where you can really make a difference, then we've got a home for you at Cornwall Housing.

We're renewing our service to ensure every resident has the safety, support, and opportunity to thrive in a home that truly works for them. By uniting our Supported Housing and Independent Living teams, we are building a service rooted in care, connection, and community - one that helps residents live fulfilling lives and makes a lasting, positive impact.

If you're inspired by these values, apply now and become part of this change!

We're looking for a passionate and people centred **Scheme Caretaker** to play a key role in creating welcoming, well maintained and vibrant **Independent & Supported Living schemes** across the North East of Cornwall.





What our new Independent & Supported Living Service looks like for residents

Our refreshed Independent & Supported Living service is designed around our locality model, with support delivered across three regions, ensuring services are accessible, personalised, and rooted in the local community.

Regional Housing Officers

Each region has a dedicated Housing Officer who is accountable for services in that area. They will lead the team working on site, coordinate support, work closely with onsite care providers on our supported schemes, strengthen local partnerships, and make sure buildings remain safe and well managed.

Scheme Coordinators Focused on Resident Wellbeing

Every older person's scheme has its own Scheme Coordinator, whose role centres on resident engagement, activities, events, wellbeing support, and building strong resident relationships. Their goal is to help residents stay connected, active, and supported.

On Site Caretakers Helping Day-to-Day

Each older person's scheme also benefits from a dedicated caretaker who assists residents with:

- Grounds maintenance
- Small community projects that build pride and enhance the scheme's appearance
- Light DIY tasks
- Moves and transitions

Stronger Community Connections

We're making greater use of communal spaces and encouraging resident led activities that bring people together, strengthen connections, and create a genuine sense of community.

Proactive Health & Wellbeing Support

Teams proactively engage with GPs, health professionals, and local services. This help residents stay independent for longer and reduces reliance on emergency services and social care.

Support Beyond the Scheme

Our outreach work also supports older people in the wider community, offering:

- Signposting to helpful services
- Community connections
- Early engagement with prospective residents to ensure smooth transitions



About us

Cornwall Housing is an ALMO. This means we manage and maintain approximately 10,200 homes, 400 leasehold properties, shops and land and neighbourhoods on behalf of Cornwall Council.

We're held to account by the Regulator of Social Housing and have our own board, with resident representation.

Any profits are re-invested into the Housing Revenue Account and used to improve social housing locally and we work closely with Cornwall Council and our residents to deliver key housing services across the region, ensuring we have safe homes in strong communities for one and all.



Role Purpose

The purpose of this role is to deliver a high-quality, site-based service within our Older Persons Accommodation, ensuring buildings, communal areas, and grounds are well maintained and safe. Working as part of a locality team, the role supports sheltered housing schemes by providing a responsive, customer-focused service that addresses residents' needs efficiently. It involves assisting with environmental and compliance checks, record keeping, and manual tasks, while also engaging with residents and stakeholders to foster a sense of community and pride in our schemes. By maintaining standards and supporting risk and safety processes, this role plays a key part in creating safe, welcoming environments and enhancing the overall quality of life for residents.

Behaviours, Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the assessment method column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Assessment Method
<p>You live the CHL values through</p> <p>Collaboration You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <p>Honest You take responsibility for your work, your environment and your development.</p> <p>Learning You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p>	<p>Application Form and Interview</p>

Qualifications and Experience	Assessment Method
<p>The following qualifications and experience are essential:</p> <p>Experience liaising with contractors and inspecting service delivery.</p>	<p>Application form Interview</p>
<p>Proven ability to deliver excellent customer service, including face-to-face communication with residents/customers.</p>	<p>Application form Interview</p>
<p>Strong attention to detail with the ability to interpret information, solve problems logically, and make timely decisions on enquiries, including demonstrating when to escalate.</p>	<p>Application form Interview</p>

Experience of inputting and managing either customer and scheme data	Application form Interview
Competent in Microsoft 365 applications (Excel, Word, Outlook, Teams).	Application form Interview
Practical experience or qualification in using light power tools, manual tools, and powered grounds maintenance machinery.	Application form Interview
Understanding of Health & Safety in the workplace, including risk assessments, COSHH, and safe systems of work.	Application form Interview
Customer-focused and compassionate, with experience building trust and rapport.	Application form Interview
The following qualifications and experience are desirable	
Previous experience in a handy person or caretaking role.	Application form Interview
First aid qualification	Application form Interview
Knowledge of Health & Safety compliance in communal schemes, including landlord responsibilities, fire safety checks, and incident reporting.	Application form Interview
Experience working within a local authority, ALMO, or Registered Provider environment	Application form
Other requirements	
The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face to face meetings in order to fulfil the obligations of the role.	Application Form
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role involve travel on a regular basis the role holder will be required to provide a suitable vehicle.	Application Form
This role has been identified by the organisation as safety critical	No
This post is subject to a criminal record Disclosure & Barring Service (DBS) check	Yes – Basic

Timeline

The closing date for applications is: **29 March 2026**

Interviews: **7-8 April 2026**

How to apply

If you are interested in becoming our **Scheme Caretaker** visit **www.cornwallhousing.org.uk** or call **0300 1234 161**

