

Estate Officer

Placemaking and Estates

Overview	
Role Purpose	To provide a responsive estate management service covering all aspects including waste management and grounds maintenance. To contribute to the weekly on call rota. Completing safety and quality inspections, updating compliance records and carrying out the testing of the fire strategy for the development. Working within a small team to achieve operational targets including repair targets, customer service standards and resident involvement.
Responsible for	<ul style="list-style-type: none"> Monitoring own performance against targets and KPI's set, working to improve service delivery of the estate services team. Working within all agreed service level agreements as set out by the estate management team Demonstrate value for money (VFM) in day to day duties Reporting of any H&S risks and awareness of all compliance regulations Delivering the waste management strategy effectively
Reports to	Estate Operations Manager
Line management	N/A
Tier	
Expectation Level	Colleague
Role relationships	
Internal	All tenures (Folio, Leasehold, Housing, C&S, Commercial)
External	Customers, Contractors and Suppliers

Role accountabilities	
<ul style="list-style-type: none"> Act as a front-line contact dealing with queries and problems presented by residents. Where necessary act as first responder to incidents on the estate and decide on the action required. Ensure all associated tasks in relation to the site fire strategy including the fire alarm & fire systems testing, is carried out on a weekly basis and documented Review and adhere to Health and Safety risk assessments for all areas of estate services tasks. Report and record any Health and Safety or Safeguarding risk to the relevant manager at the earliest opportunity Responsible for carrying out and logging quality inspections to identify communal repairs, standard of cleanliness and ways to increase customer satisfaction based on interaction with residents. Ensure waste management strategy is kept as the highest priority and adequate resources are always available to residents. Remove and record any issues concerning refuse removal or problems with collection or fly tipping. Ensure correct use of on-site equipment and undertake relevant training Work collaboratively with the maintenance team to check communal & emergency lighting, plant room inspections and estate wide maintenance. 	

Role accountabilities

- Responsible for all grounds maintenance duties and the inspections of communal gardens
- Responsible for all planned estate services tasks
- Seek and record tenant feedback on service delivery improvements, identifying new ways of working to improve customer satisfaction or value for money following resident engagement activities
- Resolve complaints associated with estate services team and implement changes where necessary
- Contributing to the on call rota (essential)
- Attend all relevant training and refresher courses
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

- Experience of working in a fast moving, demanding customer focussed environment

Desirable

Professional expertise (know how & experience)

Essential

- Must have proven experience of working in a customer facing, performance managed role
- Demonstrate a knowledge of Waste and Recycling legislation or the Environment Protection Act 1990 and of waste minimisation with domestic and commercial customers
- Working knowledge of various Fire Safety Strategies and compliance regulations
- Experience of working to Manual Handling and Working at Height procedures.
- Experience of interpreting legal requirements relating to Health and Safety.

Desirable

- Thorough understanding and experience of working on or as part of a multi-tenure portfolio delivering a high standard, estate management service

Skills

Essential

- Effective IT skills including MS Office skills
- Excellent verbal and writing skills
- Fit to carry out the physical demands of the job

Desirable

Qualifications and/or professional membership

Essential

Desirable

	IOSH or similar body qualification, or working towards
--	--

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)