

Estate Officer

Housing Directorate

Overview

Role Purpose

As an Estates Officer you will support the Housing team to deliver an excellent responsive estate management service to customers by ensuring communal areas are safe and attractive.

Your role will include checking communal areas at our sites across London for safety, installing signs and undertaking minor works or repairs to minimise potential risks (e.g fitting window restrictors, re-fixing loose floor coverings, fitting bolts, changing bulbs).

You will also be responsible for clearing goods from communal areas and placing them in storage for either collection by the owner or final disposal.

Your role will be flexible and you may be asked to complete a range of administrative tasks to help us deliver the services and service standard residents want.

Responsible for

- Ensuring communal areas are safe and attractive.
- Ensure estate standards are high and safety requirements are met

Reports to

Estates Contracts Manager

Line management

- N/A

Date

April 2021

Role relationships

Internal

Housing Officers, Housing Operations Managers

External

Residents, Contractors (cleaning and grounds)

Role accountabilities

- Support the teams to achieve Fire Risk Assessment targets by carrying out both scheduled and emergency clearances of items from communal hallways, including transporting goods to store and arranging safe storage. To support the teams to keep our communal areas safe and free from identified health and safety risks.
- Maintain each storage unit, ensuring goods are secure, logged, stored neatly/safely and are available for supervised collection or disposal once notice period has expired.

Role accountabilities

- Carry out scheduled and emergency works/minor repairs including minor carpentry works, signage or bulb changes
- Develop and maintain effective relationships with the team, contractors and residents to ensure cleaning and grounds contract standards are understood and quality services are delivered. Give feedback on standards at schemes visited and report back on faults, repairs or concerns
- Carry out post inspection visits to sites where cleaning or grounds issues have been raised to ensure matters have been fully rectified by the cleaning or grounds contractors. Log findings.
- Update and raise inspections / works on NHG systems.
- Provide support for officers who are on leave.
- Order, maintain and ensure sufficient supplies of health & safety supplies, notice boards, signs, fixings, bulbs, bolts, tools and equipment etc. Ensure goods/materials purchased are of sound quality and give good value for money
- Ensure goods, equipment and vehicles are kept secure and safe at all times.
- Assist in maintaining key logs for communal areas.
- Photograph, log and monitor goods in storage and schedule final disposal if appropriate.
- Attend meetings and events as required.
- Undertake projects as necessary

- **General**
- Ensure you follow the financial regulations, policies and procedures at NHG.
- 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.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> Experience in a customer facing role (desirable) Experience of housing association work (desirable)
Skills	<ul style="list-style-type: none"> Ability to undertake manual handling activities Able to act under own initiative and prioritise workload Ability to interpret written information Ability to carry out minor works to a high standard Intermediate PC skills, including Microsoft Office, Word and Excel A full, clean driving licence
Qualifications and/or professional membership	<ul style="list-style-type: none"> N/A

Role profile

Role requirements	
DBS	<ul style="list-style-type: none"> Basic Disclosure
Data and information processing	<ul style="list-style-type: none"> Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> None