



Estate Operative

Job Description

Reports to: Estate Manager
Location: Croydon
Hours required: 8:00am to 5:00pm Monday to Friday 40 hours per week (with some additional hours as required)

Purpose

The overall purpose of this job is to be responsible for maintaining the quality standards of the external areas of a mixed use development. The role of an Estate Operative is to efficiently resolve all maintenance issues, keep the communal areas clean and tidy, undertake/oversee basic/routine maintenance and provide an exceptional level of customer service to all residents and visitors to the development.

Responsibilities / Tasks

Duties include but are not limited to:

Estate Management *"It's nice to come home to an Encore estate"*

- Ensure that estate areas are clean and tidy at all times
- Complete site walk arounds to look for issues on the estate, as required.
- Report any faults and/or items to be repaired to the Estate Manager.
- Oversee and assist with minor maintenance tasks such as adjusting doors/hinges, door closers and handles
- Facilitate the touching-up of paintwork within communal areas
- Undertake litter picking and cleaning of external hard-landscaped areas
- To assist with refuse movement and waste collection for a streamline process ensuring bin stores are accessible on collection days and or bins are at dedicated collection points
- Oversee and assist with the day-to-day management and cleaning of the bin stores including moving rubbish into correct bins, sweeping/washing floors
- Oversee and assist with the management and cleaning of the car park and adjoining cycle stores, ensuring these areas are kept clean, secure and free for any hazards at all times.
- To facilitate soft-landscaping duties such as watering, leaf and weed removal

Building Management *"Protect the value of the our owner's homes"*

- Assist with system testing around the development (including services such as emergency lighting and fire alarms/smoke vents/water feature).
- Mechanical & Electrical Plant Equipment – Be accustomed with typical mechanical and electrical plant equipment found in high-rise residential developments and their operations together with communal heating systems.
- Monitoring the Building Management System

- Assist with contractor signing-in/out/procedures and ensure they are working safely/ complying with Health & Safety regulations on site.
- To provide security to the building and apartments by ensuring the building's entrance procedures are adhered, overseeing CCTV system, issuing and monitoring of visitors badges and carrying out regular patrols.
- To check IDs/ work permits of contractors.
- Assist with Parking management and safeguard
- To enforce discipline on contractors and other visitors if required in a firm but polite manner

Service to the residents *"Make life more pleasurable for all of our residents"*

- Greet lessees, residents and visitors warmly and make them feel welcome and attended
- Assist residents, regarding maintenance issues, emergencies and additional requests
- Handling any problems / complaints from residents effectively and efficiently or referring them to the Estate Manager as appropriate
- To be involved with move-ins and move-outs to ensure that no damage or blockages occur in the communal areas
- Assist with the organisation of on-site resident events

Team Management *"Happy Team, happy residents"*

- To work as a team with fellow Estate Operatives, other members of staff and subcontractors to maintain the high standards required for a high class residential development, ensuring a 5 star service to the building and its client.
- To attend training sessions or meetings as required
- To perform any other duties as reasonably directed for the good management of the Estate

Skills & Experience Required

The successful candidate will present with the following:

Skills:

- A strong customer service ethic and good social skills, as you will be working in an environment that forms part of people's homes and come in to contact with residents on a regular basis.
- Strong verbal and communication skills
- Be punctual and be able to follow a routine, as work rotas are in place to ensure duties are carried out to the agreed frequencies
- Be of a smart appearance and physically fit for this is a 'hands on' role

Experience:

- Good working knowledge of building management, maintenance and repair projects preferred.
- Be competent in the use of Microsoft Office (Excel, Word and Outlook).

Behaviours

- **Accountability:** take personal responsibility for seeing things through to successful resolution. Don't sit back and assume others will solve it.
- **Thorough:** attention to detail and the passion to ensure every job is completed correctly.
- **Commitment:** take pride in what you do and to make a difference to the work of your team and that of the Company.
- **Positive:** possess a can-do, attitude and a willingness to deliver to the highest level in every part of your job.