

Job Role Profile

Role title: Estate Care Operative (static)		Department: Estate Care
Grade level: 4		Region/location: London/ Essex
Purpose of role: Deliver a consistently high quality and responsive estate care and cleaning services		
Working relationships		Scope of the role
Responsible to: <ul style="list-style-type: none"> Estate Care Manager 	Internal relations: <ul style="list-style-type: none"> Home and Property & Estate Management staff Sheltered & CASI scheme staff Estate Care Staff including Out of Hours service Customer Service Centre Other Internal customers as required External relations: <ul style="list-style-type: none"> SHG Customers Contractors Other agencies with whom the Group works Visitors to the estates 	Areas of responsibility include: <ul style="list-style-type: none"> Deliver a consistently high-quality cleaning services that we and our customers can be proud of and in accordance with our schedules, frequencies and standards, Maintain a safe and secure environment by being our eyes and ears on the estate, reporting any concerns to colleagues or relevant external agencies and working in line with our Health and Safety standards Work proactively with customers and manage expectations, to ensure that they are able to have a positive view of their environment and landlord Proactively support team members to deliver seamless services in line with the Corporate Strategy

Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

Service Provision

- Sweep, mop / vacuum stairs, landings, passageways, foyers, balconies, lift car floors and communal areas (as appropriate)
- Sweep and keep tidy refuse chutes, bins and bin areas (as appropriate), removing and cleanly disposing of any overspill
- Clean communal windows, sills and internal glass panelling on doors
- Wipe stair railings and door handles
- Dust and polish in communal areas
- Clean communal walls, lamp shades and diffusers when necessary
- Deep clean areas where necessary
- Clean glass frontages at entrance to building
- Sweep and keep free of litter all communal areas
- Respond promptly to acts of vandalism including graffiti and report all incidents to the neighbourhood hub
- Check lighting in communal areas and replace / re-order as required
- Keep stock of equipment to appropriate levels so that delays are minimised
- On the job supervision and coaching of apprentices from time to time, as directed

Estate Management

- Report any repairs or defects in communal areas to maintenance department/ line manager. Take follow up action as required. monitoring the issue to ensure that action is taken to complete the repair within our stated timescales and, where this is not the case, escalating the matter to your line manager
- Provide access for contractors, colleagues and external agencies
- Report suspected breaches of the tenancy agreement / lease to the Housing Services Manager e.g. anti social behaviour, sub letting, rubbish dumping, items left in communal areas etc.
- Provide on-site support for customers in the event of major incidents
- Deliver newsletters and other Group communications as required
- Know the location and operation of the services to each individual property, and the estate's communal facilities, in order to be able to turn off / on the supply
- Provide cover in the absence of other colleagues

Resident liaison

- Be a point of contact for residents, assist where possible, or refer enquiries to appropriate colleagues
- Be aware of vulnerable customers and where appropriate, highlight their needs to your line manager / Housing Team
- Act in a friendly, polite and professional way at all times, even when challenged by difficult or upset customers.

Safeguarding

- Where you witness or learn of abuse (this can include sexual abuse, physical abuse, neglect, exploitation, financial abuse, discrimination or institutional abuse) report this to either our Safeguarding Officer, social care partners or the Police
- Follow the local adult and children safeguarding procedure in conjunction with SHG policies and procedures

Health and Safety

- Understand your responsibilities, as an employee, under Health and Safety legislation
- Read and understand the Group's Safety Policy to ensure that its provisions are adopted in all working environments.
- Report any defective equipment or machinery or any defective area of the premises to a senior manager as quickly as possible.
- Adopt a safe system of work at all times, using all safety clothing and equipment provided and taking responsibility for your own safety.
- Work in a safe manner so that your own safety, and that of colleagues or members of the public, is not jeopardised.
- Ensure that all accidents (and near misses) are reported to a senior manager in accordance with the Group's Procedure.

Note:

No job description can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

Person profile

Attributes	Essential	Desirable
1. Skills, knowledge, experience and abilities	Skills & Knowledge: <ul style="list-style-type: none"> • Previous experience of working in a similar capacity e.g. Cleaner, Caretaker, Tradesperson • Self motivated, able to work responsibly while unsupervised • Ability to demonstrate practical skills either in a home or work environment • Basic knowledge and understanding of Health and Safety considerations as they apply to this role • Public contact skills 	<ul style="list-style-type: none"> • Experience of using heavier cleaning equipment (buffers, carpet cleaners etc.) in a safe manner. • Knowledge of manual handling techniques • Basic knowledge of cleaning chemicals, including their safe use and storage

Customer service:

- Proven experience of providing high standards of customer service
- Ability to empathise with and be sensitive to, the needs of a diverse group of people
- Able to receive and respond to customer feedback and complaints professionally at all times
- Able to communicate accurately, listen and keep people informed
- Act in a polite, friendly and helpful way

Performance:

- Committed to maintaining consistently high standards of estate care and cleanliness
- Take ownership of issues across the estate/s and be accountable for own actions

Communication:

- Able to communicate clearly, accurately and effectively with colleagues, customers and third parties, using a range of different communication channels
- Computer literate, able to use IT to send and receive emails, attach documents and photos and follow instructions from smartphone apps
- Able to receive, understand and action (as appropriate) Group and Estate Care team communications
- Able to record data accurately

Interpersonal skills and team working:

- Ability to work effectively as part of a team
- Effective interpersonal skills and the ability to work collaboratively with stakeholders
- Ability to remain calm under pressure and respond appropriately in an emergency

Prioritisation/initiative:

- Able to work flexibly, prioritise and manage competing demands
- Good organisational skills and ability to use your initiative

- Experience of working in a socially diverse, multi cultural environment

<p>2. Qualifications/ professional development</p>	<ul style="list-style-type: none"> • Basic level of general education (basic level of English and maths) • Awareness of Health and Safety issues in a built environment and identifying risks 	<ul style="list-style-type: none"> • Appropriate NVQ, GCSE Grade D or above, or equivalent • COSHH
<p>3. Circumstances</p>	<ul style="list-style-type: none"> • Post holder will be required to work from other company locations • Able to work flexibly to meet customer and business needs including evening working and weekends • A Disclosure & Barring Services check that meets the Group's standards 	<ul style="list-style-type: none"> • Hold a valid driving licence, or have the ability to effectively and efficiently visit the Group's offices, customers and properties