

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Estate Services Officer	Grade: SO2
Section: Estate services	Directorate: Housing and regeneration
Responsible to following manager: Estate Services Manager	Responsible for following staff: Nil
Post Number/s:	Last review date: 5.9.2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Responsible for a range of essential tasks on and around the council-managed blocks and estates, from responding to emergencies such as burst pipes and lift trappings to the inspection of repairs and monitoring of cleaning contractors. Officers shifts will also be responsible for monitoring of council contracts, providing an emergency response, as well as monitoring noise and anti-social nuisance on behalf of environmental services

Specific Duties and Responsibilities

Works shifts on a rota which covers 24 hours a day and includes some weekend working. Will cover the Joint control centre on an occasional basis dealing with enquiries from both Richmond and Wandsworth boroughs.

Monitor the various cleaning and ground maintenance contracts and liaises with supervisors and contract managers on site to ensure standards are met recording the cleanliness of the block and following up to ensure the contract standard is maintained.

Reports potential hazards and makes safe or safeguards the public until the hazard has been dealt with including removal of drug paraphernalia by cleaners. This will include spray marking defective paving areas and reporting personal injury accidents caused by such hazards.

Carries out store shed and garage viewings with perspective tenants checking their financial and other documents and ensuring all paperwork such as tenancy agreements are signed and returned to the non-residential section.

Undertake minor repairs as appropriate to communal areas and resident's dwellings such as force entry, change light bulbs, minor blockages, resetting time clocks etc. Ensures the Councils procedures in relation to rechargeable works to leaseholders and tenanted properties are observed in relation to emergency repairs.

Inspects all estate and block features including roof areas, tank rooms, communal lighting, CCTV and playgrounds. Reports repairs, graffiti, and other defects and post inspects completed work orders liaising with contractors where necessary.

As required, enforce the council's anti-social behaviour policy and ban on smoking in public places. Liaises with staff from the Area Housing team on a wide range of housing matters, including noise nuisance, cleaning, grounds maintenance and tenancy leasehold matters. This includes attending court to act as a professional witness in incidents of noise nuisance and other anti-social behaviour. Contact and dialogue with rough sleepers.

Investigates and enforces the Council's responsibility with regards to the Clean Neighbourhoods and Environment Act 2005. Investigates the unauthorised dumping of rubbish by Housing residents or visitors and takes action as necessary, including direct contact with the offender.

Carries out welfare and occupancy checks on behalf of area housing teams and other council departments checking on vulnerable residents and for situations of tenancy fraud to ensure the correct persons are residing at the address.

Respond during shift time to all major and minor emergency situations within the prescribed time limits. This includes lift trappings, not only in housing blocks, but also Frogmore Complex, the Town Hall and other council owned buildings across the borough. Will regularly liaise with emergency services and other agencies as the first point of contact during an emergency incident serving as a temporary LALO until relevant authorised staff is available and attends site.

Delivers and collects appliances loaned to residents due to the loss of cooking and heating facilities, ensuring PAT tests are completed on return. Assisting in the updating of information during incidents to the public.

Responsible for the collection of tethered stray dogs in both Richmond and Wandsworth out of office hours, carrying out checking of the dog's chip record and transporting to kennels.

Responds to intruder alarms to approx. 80 council owned properties including schools, day centres and admin buildings. Carries out an internal inspection of the premises to ensure buildings are secure and will liaise with police and contractors to secure premises when required

Carries out site meetings on housing estates with Councillors, Resident associations and other council departments on wide ranging issues to ensure matters raised are followed up and dealt with.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.

- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.
 - **Additional Information**
 - Be prepared to be flexible with regards to earlier starts or later finishes
 - Undertake other duties commensurate with the role of Estate Services Officer
 - To attend training and development meetings where requested and deputise for officers in Wandsworth Emergency Control and Animal Welfare service where appropriate.

Team structure

Estate services Manager x1
Deputy Estate Services manager x 1
Assistant Estate services Manager x1
Senior Estate Services Officer x 6
Estate Services Officers x 36

Person Specification

Job Title: Estate Services Officer	Grade: SO2
Section: Estate Services	Directorate: Housing and regeneration
Responsible to: Senior Estate services officers	Responsible for: N/A
Post Number/s:	Last Review Date: 5.9.2023

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Basic knowledge of building, plumbing and electrical repairs			A/I
A basic awareness of health and safety issues	A/I		
An understanding and commitment to the Council's equal opportunities policy and how the role of Estate Services Officer is important within it		A/I	
Experience	Essential	Desirable	Assessed
Experience of dealing with the public face to face, in a variety of situations, which may occasionally be stressful.	A/I		
To be able to work alone and under own initiative	A/I		

A knowledge of the layout of the Borough of Wandsworth and of housing and other Council services		A/I	
Skills	Essential	Desirable	Assessed
Ability to prepare short written reports	A/I		
Able to climb stairs and ladders in order to access lift motor rooms and complete estate inspections	A/I		
Good written and verbal communication skills	A/I		
Ability to deal with the public and liaise with outside agencies in a tactful and diplomatic manner.			
Qualifications	Essential	Desirable	Assessed
Hold a full current manual drivers licence with no unspent convictions	C		

A – Application form / CV

I – Interview

T – Test

C - Certificate