**Job Profile**

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| **Provisional Job Title:** Estate Services Officer Specialist Cleaning Officer  | **Grade**: Scale 6  |
| **Section:** Estate services  | **Directorate:** Housing and Regeneration |
| **Responsible to:**Estate Services Manager | **Responsible for:** |
| **Post Number:** | **Date**20th march2023 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

Responsible for the removal and securing of mould infestations within tenanted properties across Wandsworth Borough.

**Specific Duties and Responsibilities:**

To liaise with estate services administration staff and identify those tenanted properties which have requested mould removal. To contact those tenants and arrange a suitable time to attend the property.

Attendance should be arranged with a view to co ordinate visits allowing for best working practice and completing an optimum number of cleans throughout the working week.

Whilst at the premises, provide reassurance and education to tenants on the subject of preventing mould and damp growth.

Explain the process of post clean visits by estate managers and also note and report any other maintenance issues mentioned by tenants, outside of the cleaning remit but still of interest to the area housing team.

Take photographs of the work before and after and input data onto the internal IT system.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Borough’s of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Requirements**

* Be prepared to be flexible with regard to earlier starts or later finishes
* Start times are likely to be between 0700 and 1100 depending on the availability of tenants and the weekly schedule arranged by the mould cleaning officers.
* Undertake other duties requested by the estate services manager, which may include inspection of fly tips and of services in communal areas.
* To attend training and development meetings where requested.

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**Our Values and Behaviours[[1]](#footnote-1)**

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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision.
* taking a team approach that values collaboration and partnership working

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| **Requirements** | **Assessed by A & I/ T/ C** | **Essential/Desirable** |
| **Knowledge**  |  |
| Basic knowledge of Mould cleaning . Training will be provided | A&I  | D |
| A basic awareness of health and safety issues | A&I  | E |
| 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  | D |
| **Experience**  |  |
| Experience of dealing with the public face to face, in a variety of situations, which may occasionally be stressful. | A&I  | E |
| To be able to work alone and under own initiative | A&I  | E |
| A knowledge of the layout of the Borough of Wandsworth and of housing and other Council services | A&I  | D |
| **Skills**  |  |
| Ability to prepare short written reports and input data from mobile phone | A&I  | E |
| Able to climb stairs and ladders and move heavy objects  | A&I  | E |
| Good written and verbal communication skills |  A&I  | D |
| Ability to deal with the public and liaise with outside agencies in a tactful and diplomatic manner. |  A&I  | E |
| **Qualifications**  |  |
| Hold a full current manual drivers licence  | C  | E |

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)