

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Senior Estate Services Officer	<b>Grade:</b> PO2 + weekend and shift allowance
<b>Section:</b> Estate Services	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Deputy Estate services Manager	<b>Responsible for following staff:</b> Estate Services Officers SO2
<b>Post Number/s:</b> H3208,H3209,H321,H3212,H3221,H3225	<b>Last review date:</b> 2022

#### 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 to the Estate Services Manager (HPO14) for undertaking a range of estate service functions to properties managed by Wandsworth Council. Attends all Borough wide emergencies as and when necessary.

#### Specific Duties and Responsibilities

Manages 42 Estate services officers boroughwide implementing a 3-shift rota system which covers 24 hours a day 365 days a year, managing performance through return to work interviews and carrying out appraisals etc.

Responsible for the sections fleet of vehicles ensuring they are well maintained and all records kept up to date. Maintains the driver tracker online system, carrying out checks and following up on areas of concern. Arranges for driving assessments of new starters.

Updates a number of council systems and databases including Report It App, NPS and Integra which is used to raise lighting orders for all the councils housing stock

Monitors levels and arranges for ordering of staff uniform, tools, emergency loan equipment and PPE. Keeps records of emergency loan heaters and cookers being issued and returned and ensures they are PAT tested in compliance with regulations.

Ensures the various cleaning and grounds maintenance contracts are performed to the required standard, responding to enquiries and complaints received via phone and a dedicated mailbox from residents, councillors and other council departments including press office, area team and waste management.

Responsible for carrying out Estate inspections with Cabinet Members, Councillors and other Council Officers, ensuring that all issues relating to cleaning, repairs etc are dealt with. Also attends RA and area panel meetings, individual Resident/Parliamentary Member led estate sites visits and occasionally deputising for Deputy Estate Services Manager.

Will act as the first point of contact in most emergency situations out of hours such as flooding, fire and loss of power to whole blocks. Responds where required outside of normal working hours in line with the council's emergency plan. Attends site and is the first supervisory point of contact liaising with emergency services arranging for evacuation centres to be opened and staffed.

Liaises with the area housing teams, directorates and other council departments on a wide range of housing matters such as repairs, welfare checks for vulnerable residents, noise nuisance and anti-social cases and will attend court as a professional witness when required. Arranges for accident forms to be completed by residents and gathers paperwork for the insurance section to assist with claims investigations related to housing property.

Ensures the co-op database is accurate and up to date with all calls to these properties to allow the correct re-charging for our services through finance.

Provides the out of hours service of tethered stray dog collections throughout Richmond and Wandsworth and will also assist during daytime where required to ensure service continuity. Liaises with relevant outside agencies such a veterinary surgeries and Battersea Dogs and Cats Home.

As required will act as a 24-hour fire marshal carrying out regular checks of buildings and assisting the fire brigade with evacuation in the event of an emergency incident.

Ensures that post inspections, estate safety Checks, block safety and playground inspections checks take place within the required time scales. Processes all estate services officers reports ensuring that these are passed to the appropriate area teams or relevant departments. Collates all information in order to produce reports and statistics for senior managers regarding officer performance, duties undertaken, emergencies and contractor performance.

Covers intruder alarm activations across the borough for properties such as libraries, parks, schools. Updates and keeps a database of calls attended.

Liaises regularly with Waste Management on refuse collection issues affecting housing estates including fly tipping and recycling matters. Responsible for investigating cases of dumped rubbish on housing estates, collecting evidence and arranging the issue of a fixed penalty notice in liaison with relevant teams.

Monitors the Estate Services CCTV for the Borough, identifying cases of theft, vandalism and anti-social behaviour, while liaising with the area teams and Police on various issues.

Arranges annual fire safety checks in communal areas of council's blocks, distributing relevant paperwork to ESOs and processes the returned forms, as well as updating the relevant database.

### **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**

#### **Team structure**

For the current structure please go to The Loop.

## Person Specification

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<b>Section:</b> Estate services	<b>Directorate:</b> Housing and regeneration
<b>Responsible to:</b> Deputy estate services manager	<b>Responsible for:</b>
<b>Post Number/s:</b> H3208,H3209,H3211,H3213,H3221,H3225	<b>Last Review Date:</b> 2022

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

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	x		A/I
A basic awareness of health and safety issues	x		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	x		A/I
Experience	Essential	Desirable	Assessed
Experience of dealing with the public, Councillors and other departments, in a variety of situations, which may occasionally be stressful	x		A/I
To be able to work alone and under own initiative	x		A/I

Ability to cope with and prioritise heavy workloads	<b>x</b>		<b>A/I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to prepare extensive formal written reports	<b>x</b>		<b>A/I/T</b>
Able to climb stairs and ladders in order to access lift motor rooms and complete estate inspections	<b>x</b>		<b>A/I</b>
Excellent written and verbal communication skills	<b>x</b>		<b>A/I/T</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Full clean drivers licence			

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**