**Job Profile**

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| **Provisional Job Title:** Estate Services Officer  | **Grade**: Scale 6 + shift and weekend working allowance. |
| **Section:** Estate services  | **Directorate:** Housing and Regeneration |
| **Responsible to:**Estate Services Manager | **Responsible for:** |
| **Post Number:** | **Date**11th August 2017 |

**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 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:**

Work 0700-1500 / 1500-2300 shifts on a rota which includes some weekend working. Wear the uniform/protective clothing required and maintain a smart appearance at all times

Ensure that the various cleaning and ground maintenance contracts are performed to the required standard. Record all defaults, cleared visits and complaints, on equipment provided.

Reports potential hazards and makes safe or safeguards the public, until the hazard has been dealt with. This will include spray marking the area and reporting personal injury accidents caused by such hazards.

Undertake minor repairs as appropriate. e.g. force entry, change light bulbs, minor blockages, resetting time clocks etc. Including checks of dry risers inlets and outlets, reporting defects where necessary

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 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 acting as a professional witness in incidents of noise nuisance and other anti-social behaviour.

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 actions as necessary, including direct contact with the offender.

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.

Delivers and collects appliances loaned to resident’s due to the loss of cooking and heating facilities, ensuring PAT tests are completed on return.

Ensure the Councils procedures in relation to rechargeable work to leaseholders and tenanted properties are observed in relation to emergency repairs

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs 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 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 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
* 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.

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| **Section:** Estate Services | **Directorate:** Housing and Regeneration |
| **Responsible to:**Estate Services Manager | **Responsible for:** |
| **Post Number:**H3255 | **Date**11th August 2017 |

**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.

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| **Requirements** | **Assessed by A & I/ T/ C** |
| **Knowledge**  |
| 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**  |
| 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**  |
| 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. | A&I |
| **Qualifications**  |
| Hold a full current driver’s licence with no convictions | C |