

Job description and person specification

Job Title:	Estates Services Officer
Level:	Team member
Salary:	£27,912
Team:	Caretaking
Reporting line:	Estates Team Leader
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As an Estate Services Officer I will act as Phoenix Community Housing's representative engaged in activities to maintain the general upkeep of the environment on its estate and properties and the well-being of all its residents. I will be proactive in promoting resident participation and involvement and where necessary consult with residents on service delivery and improvements.

In my job I will undertake:

Carry out cleaning to all internal and external areas, as directed. For example, lifts, staircases, corridors, landings, walls, and windows as well as the removal of graffiti from all communal areas and use mechanical cleaning equipment as directed.

Regularly check paladins, rotate/ change as required and ensure no spillage is left on chamber floors. Disinfect area as necessary.

Regularly check all chutes and unblock if required to ensure they are free from obstruction.

Carry out minor ground maintenance tasks to areas as directed, e.g. grass cutting, shrub pruning and weeding.

Unblock gully drains and ensure covers are free from obstruction.

Ensure that during periods of snow, all paths and roads are salted and gritted.

Check communal lighting in all areas and replace bulbs, as required.

Carry out checks to communal areas and either carry out minor repairs or report to repairs, keeping records, post inspecting repairs and confirming work has been completed.

Report abandoned vehicles and initiate action to remove.

Prepare reports on incidents, accidents, racial harassment, an emergency.

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Deliver letters and leaflets to properties when required.

Attend evening meetings or training courses, as requested.

Carry out Caretaking duties to any area of the estate during periods of annual leave, staff vacancies and sickness, including working within the mobile teams or as directed.

Model professional behavior's, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on key performance indicators ensuring positive outcomes and adopting a collaborative approach within my team and across the organisation.

Commit to appropriate training and ongoing development such as required for my role.

Be always familiar with and act in compliance with Phoenix's values, policies, and procedures, and work within agreed budgets and financial controls.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>Dealing with household repairs. Use of mechanical cleaning equipment.</p> <p>Cleaning in a work environment. Dealing with the public.</p> <p>Identifying and reporting communal repairs.</p> <p>Team working</p> <p>Carrying out minor horticultural tasks. Good knowledge of building maintenance.</p> <p>Environmental Protection Act Customer Care</p> <p>Health and Safety at Work Understanding of issues in providing a Quality Caretaking Service.</p>	
Education and Qualification	Good numeracy and literary skills.	
Skills	<p>Good problem-solving skills.</p> <p>Flexible approach to service delivery and the ability to use own initiative.</p> <p>Basic report writing and good communication skills.</p> <p>The ability to Identify and prioritise work.</p> <p>Self-motivation and a service orientated approach.</p>	

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	Flexibility to meet the changing needs of the service. Ability to work under pressure.	
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.	
Phoenix Strengths	Demonstrate commitment to the Phoenix Strengths: 1. Community 2. Customer 3. Consideration 4. Collaboration	

*If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving. customers and colleagues, an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up to date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.