

Job Description and Employee
Specification
Estate Officer
Enterprise & Communities

Service:	Enterprise & Communities
Division:	Housing Solutions
Job Title:	Estate Officer
Responsible to:	Senior Estate Officer
Grade:	NLC3
Conditions of Service:	SJC
Job Evaluation Reference:	A7550
Date of last review:	

Job Outline

You will be responsible to the Senior Estate Officer for ensuring that the area / tower / concierge station for which you are responsible is maintained in a clean and tidy condition for the benefit of the residents in the area.

You will also ensure that dispersed property and temporary homeless accommodation for homeless clients are maintained to a high standard and proactively improve the quality of the local environment within the designated location and assist in promoting community safety.

Main Duties and Responsibilities

Generic Duties:

1. Participate in and support Corporate Initiatives in line with Corporate and Community Plans and the Service and People First Agenda.
2. Assist with Councillor enquiries and maintain good working relationships with Councillors.
3. Participate in training courses and personal development as required.
4. Undertake such duties as may be required in terms of the Health and Safety at Work etc Act 1974 and other health and safety legislation, including maintaining inspection registers, assisting with carrying out fire risk assessments and action plans as required.
5. Ensure that personal protective clothing and equipment issued is worn and maintained to a high standard.
6. Assist in any emergency situations arising in the estate, temporary homeless accommodation, tower and concierge areas, as and when required.
7. Actively promote the equalities agenda.
8. Assist with stock control by receiving stock, maintaining records of stock held and used and ensure that the appropriate manager is notified when materials are required.

9. Undertake such delegated duties as may be decided by the Council and as may be required by the Executive Director of Enterprise and Communities.

Main Duties and Responsibilities:

Cleaning, Maintenance and Upkeep of Communal Areas:

10. General cleaning and maintenance of open areas. This will include litter collection and tidying up of back courts, communal grass and landscaped areas, parking areas, bin stores (to include the clearing of spillage), and garage sites. Ensuring areas are free from obstruction and removal of any items posing risk to Health and Safety.
11. Maintenance of open areas/towers/concierge stations in winter to include snow clearing, gritting, removing ice and icicles and other duties to ensure the health and safety of residents and public during winter weather.
12. Ensure that tenants undertake their responsibilities in respect of the upkeep of the area, cleaning of stairways and communal areas and general environmental obligations. Estate Officers will clean landings/common areas and entrances as required by the Senior Estate Officer.
13. Identify and report houses that appear to be abandoned and report communal repairs and vandalism to the Area Housing Office/Customer Contact Centre where appropriate.
14. Ensure that locks on bin stores and security systems are operating effectively and report any defects.
15. Complete appropriate Estate Monitoring pro formas as outlined in Your Estate/Your Services.
16. Comply with Council Standing orders and Financial Regulations at all times.

Concierge and Tower Services:

17. Maintain the security of the tower and prevent unauthorised access by monitoring closed circuit television (CCTV) and liaising with NLC CCTV as appropriate, operating controlled entry systems and carrying out regular patrols to the tower perimeter and multi-storey blocks.
18. Ensure the concierge/tower area is maintained and kept in a clean and tidy condition. Estate Officers will be responsible for cleaning landings, communal areas and entrances as instructed by Senior Estate Officer.
19. Operate as part of a team of Estate Officers providing a full and comprehensive reception service, including receiving and directing visitors, recording details of tradesmen and any other services carried out within the designated tower / concierge station.
20. Provide information and evidence to Police and other agencies in accordance with data protection etc.

21. Provide advice and guidance to new tenants regarding the correct use of the concierge / controlled entry system (including advising on procedures for installing and removing fob keys). Raise awareness of the service by advising new tenants of the facilities available (in conjunction with the Senior Estates Officer).
22. Ensure that the work place is clean, tidy and obstruction free at all times and maintained to a high standard.
23. Ensure that communal services within the multi-storey blocks, e.g. lifts, pump rooms, external surveillance equipment, fences, bin stores, refuge chutes etc, are functioning correctly, record and report any faults or damage as appropriate.

General Housing and Estate Management:

24. Monitor and report abandoned/illegally parked cars.
25. Assist the Senior Estate Officer / Service Delivery Co-ordinator in identification, monitoring and reporting of estates issues.
26. Provide evidence in Court on behalf of North Lanarkshire Council.
27. Check common parts for maintenance and repair such as footpaths, lanes, shops, lock-ups, drain covers, shuttering, street signage, traffic bollards, and abandoned shopping trolleys.
28. Report roads, footpaths and direct lighting repairs, where appropriate.
29. Report acts of vandalism and take preventative measures, including checking empty properties and notify Senior Estates Officer / Service Delivery Co-ordinator, Police and other authorities of emerging problems.
30. Report, record and remove sharps and other contaminated materials for uplift.
31. Report and record graffiti for removal or remove, if possible.
32. Monitor and report stray dogs in the area to the Dog Warden and inform the Senior Estates Officer / Service Delivery Co-ordinator.

Upkeep of Dispersed and Temporary Homeless Accommodation:

33. Clean vacant properties and undertake household tasks and minor repairs to ensure a quick turnaround of dispersed and unit-based homeless accommodation.
34. Ensure residents comply with their conditions of occupancy and advise the Senior Estate Officer/Accommodation Officer of any breaches of occupancy.
35. Provide basic assistance to residents by providing advice on the use of any domestic equipment and appliances in the temporary accommodation.

36. Ensure access is available for the delivery of furniture, fittings etc to dispersed homeless accommodation.
37. Take gas and electric meter readings as required in dispersed homeless accommodation.
38. Operate fire and entry phone systems and monitor health and safety equipment, carrying out inspections and updating logbooks as required.
39. Assist with the maintenance of lighting and heating systems and the fabric of the building in temporary accommodation units, undertaking minor repairs and notifying appropriate authorities of any defects requiring professional repair.
40. Provide a reception service in unit-based temporary accommodation and control access to the unit and residents' rooms.

Community Involvement

41. Act as a point of contact between members of the public, tenants, residents, community groups, the local authority and other agencies.
42. Assist with local community events and activities as required including assisting with clean-ups and recycling initiatives and delivering information to the local community.

Driving Duties

This post may include an element of driving, and as such you may be required to pass the Council's driving test and participate in the following duties:

43. Drive a Council vehicle for the removal of dumped items to the Civic Amenity site and delivery of furniture and fittings, cleaning materials, etc.
44. Ensure transport provided is maintained in accordance with schedules, fuel and other necessary maintenance.

Due to the nature of this post, the jobholder may participate in a work rota over 7 days and undertake standby and overtime as required.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

SPECIFICATION	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
---------------	-----------	-----------	----------------------

QUALIFICATIONS/TRAINING			
Relevant housing, health and safety or social work qualification (SVQ 3 or equivalent)		X	Verification of qualifications/Application form
Customer Care training.		X	
Health and Safety training.		X	
Manual handling training		X	
WORK EXPERIENCE			
Experience of working in a caretaking, security or cleansing environment.	X		Application form/Interview
Experience of dealing with the public.	X		
Experience of dealing with tenants		X	
KNOWLEDGE/SKILL/ABILITY			
Ability to complete written shift reports.	X		Application form/Interview
Good communicator.	X		
Proactive approach.	X		
Knowledge of CCTV systems.		X	
Knowledge of cleaning machines and cleaning agents.		X	
PERSONAL QUALITIES/ATTRIBUTES			
Team worker with ability to work on own initiative.	X		Interview
Other (specify)			
Able to work outdoors all year round.	X		Interview
Sufficient mobility to carry out full duties of the post to include manual handling and heavy lifting.	X		Interview
Driving licence		X	Interview/Documentation