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# Job Description

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**POST: Estate Assistant**

**RESPONSIBLE TO: Senior Estate Assistant**

**RESPONSIBLE FOR: N/A**

**GRADE: 3**

**Date: December 2022**

**Version: Final**

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#### Job Purpose

* To provide a comprehensive and efficient estates maintenance support service to communal areas / external spaces of the Housing Association’s stock.
* To carry out basic plumbing repairs as requested by the Head of Property Services.

**Main Duties and Responsibilities**

* Assist with identifying estate maintenance issues.
* Monitor work of landscape contractor and report issues to the Senior Estate Assistant or Head of Property Services.
* Carry out and record alarm testing in accordance with planned schedule.
* Precautionary winter gritting of footpaths and parking areas in communal spaces.
* Maintain boiler houses and plant in communal facilities in a clean and tidy order and ensuring clear access to all service isolators (Gas, Electricity, Water).
* Ensure that flammable materials are kept out of the boiler/plant rooms and away from any heat sources.
* Maintain the estate assistant’s storage lockers and cupboards in a clean and tidy condition.
* Ensure that all equipment used by the Association is in safe working order and inform the Senior Estate Assistant or Head of Property Services of any defects.
* Use cleaning materials in the prescribed manner, accepting responsibility for the equipment used and ensuring the safe usage and storage of such equipment and materials in accordance with the COSHH regulation currently in force.
* Take delivery of and safely store materials and other goods.
* Inspect / repair any faulty cisterns / taps or heating systems at schemes and report any defects to the Senior Estate Assistant or Head of Property Services.
* Carry out basic plumbing repairs in all properties as directed by the Senior Estate Assistant.
* During working hours, respond when alarm systems are set off and arrange for the system to be re-set.

* Periodically check fuel / electricity consumption in landlords supply and report cases of higher fuel consumption than normal.
* Carry out minor or temporary plumbing repairs as directed by the property services team.
* Direct workmen or contractors to the location of repair and maintenance work.
* Carry out routine maintenance procedures and inspection of ancillary equipment such as checking automatic pumps in areas subject to flooding.
* Carry out specified minor landscaping work.
* Remove weeds from paved and tarmac areas and remove rubbish from all communal areas ensuring that litterbins are emptied when necessary.
* Take bins (in communal facilities) out on time for collection and return once they have been emptied.
* Brush and hose communal bin stores on a regular basis.
* Keep pathways and areas leading to main entrances and exits of communal facilities clean, tidy and free from obstructions.
* In communal areas, keep internal windows, doors frames and windows clear of finger marks and stains between monthly clean buy contractors.
* Carry out ad hoc emergency clean if required for health & safety reasons.
* Complete and maintain Health & Safety inspection logs and testing logs.
* Carry out a schedule of post-inspections on completed repairs to the Association’s stock in accordance with defined procedures.
* Attend periodic Health & Safety Training sessions organised by the Association and keep informed of Health and Safety issues relating to the duties of the post.
* Create, develop and maintain effective internal and external working relationships.
* Competent use of relevant equipment.
* Occasional out of hours working.
* Plan and organise own workload.
* Demonstrate the highest levels of customer care.
* Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework.
* Undertake any other duties, consistent with the post, which may be required from time to time.
* Co-operate with the general work of the Association. Amendments to the job description may be necessary in order to adapt to changes in operational circumstances.

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**Person Specification**

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| --- | --- | --- | --- | --- |
| **Knowledge, Skills and Experience** | | | |  |
| *The tools needed to do the role* | ***Essential*** | ***Application Form (AF) Interview (I)*** | ***Desirable*** | ***Application Form (AF) Interview (I)*** |
| **Educational / Employment History** | 5 GCSE’s (or equivalent) at grade C or above to include English Language and a minimum of one years’ experience in a similar or related role  **OR**  3 years’ experience in a similar or related role. | AF  AF | Health & safety qualifications. | AF |
| **Demonstrable Experience of** | Prioritising workload.  Working without direct supervision.  Record keeping.  Working in a customer service focused environment. | AF & I  AF & I  AF & I  AF & I | Carrying out health & safety risk assessments.  Estate Maintenance inspections. | AF  AF |
| **Skills / Competencies** | Well-developed IT skills, ability to use Outlook (email & diary), produce Word documents.  Good communication skills.  Trustworthy & Honest.  The delivery of basic maintenance plumbing services. | AF & I  AF & I  AF & I  AF & I | CSR Card. | AF |
| **Other** | Ability to work occasionally out of hours.  Current, full driving licence  (loss of licence may impact on ability to retain post). | AF & I  AF |  |  |

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| --- | --- |
| **Core Competencies** | |
| *Attributes/behaviours the role holder must possess to be successful in the role* | |
| Customer Focus | Actively pursues customer requirements, and focuses on customer satisfaction and standards for the service |
| Communication | Effectively communicates information in a variety of formats |
| Achieving Excellence | Creates a climate that relentlessly strives for excellence and continuous improvements |
| Equality and Diversity | Maintains the standards on Equality and Diversity and is viewed by all as demonstrating exceptional awareness |