

ROYAL BOROUGH OF KINGSTON UPON THAMES

ROLE PROFILE

Department: Housing	Title: ESTATE SERVICES OFFICER	Grade: D-E Career Grade
Post Number: New		

RELATIONSHIPS

- 1 RESPONSIBLE TO:**
Tier 1 officers will be responsible to Tier 2 ESO's
Tier 2 will be responsible to Team Leader, Estate Services
- 2 MANAGEMENT RESPONSIBILITY FOR:**
Only Tier 2 Officers will have management responsibility for Tier 1 Officers
- 3 IMPORTANT INTERNAL RELATIONSHIPS**
Service and Group Managers
 - Team Colleagues
 - Residents and resident organisations
- 4 IMPORTANT EXTERNAL RELATIONSHIPS**
All relevant partner organisations for whom and with whom the Council does business including other Local authorities and other local service providers.

MAIN PURPOSE OF JOB

- To work with the Resident Services Teams and residents to ensure that RBK estates are maintained to a high standard and kept in a clean condition.
- To provide a local, visible and accessible point of contact with the tenants and residents, providing a timely response to issues and problems that arise.

Agreed by: Darren Welsh

Date: July 2014

MAIN RESPONSIBILITIES/DUTIES OF JOB

Customer Service and focus

- *"It is of paramount importance that the Council's objective of working within an engagement culture with its residents is realised. This objective is multifaceted and includes community led scrutiny, audit and testing of decisions and service provision, and to ensure a greater level of information sharing, empowerment and engagement by residents. This will be achieved by employing a range of formal and informal*

methods to involve residents and it is the responsibility of every post holder in the Council to contribute to the development and sustainability of this ethos."

- To meet the Council's customer service standards demonstrating professionalism and courtesy at all times to colleagues, customers and stakeholders.
- Understands the needs and expectations of internal and external customers and partners including service departments and partner organisations and to provide them with information and advice relating to the service provided.
- To demonstrate a passionate "can-do" attitude to customer service and to demonstrate ownership, responsibility, flexibility, collaboration with others and empathy that raises the Council's profile based on excellent communication skills.
- To act as the front line contact with residents to foster excellent customer care relations between residents and the Council to include:
 - To report complaints to the Team Leader Estate Services.
 - Resolving initial complaints about the service.
 - To attend Resident Association meetings as required.
 - To be involved in resident participation and consultation activities.
- To effectively engage and involve customers in current and future service delivery.

Communications

- To work with residents, colleagues and partners in the design and delivery of communication, consultation and engagement initiatives including briefings, workshops, training, surveys, newsletters and web site information.
- Promote and raise the profile of the Housing Service and the services it provides.
- To engage with residents on estates in order to develop positive relationships between the Council and its residents and ensure a proactive, problem-solving approach.

Technical & Operations

Regular Cleaning

To clean in accordance with schedules of work and standards set to include:

- Sweeping and cleaning halls, stairways, landings and other communal parts.
- Cleaning and changing lamps and light fittings.
- Sweeping pathways and keeping gullies clear from obstruction.
- Changing bulk refuse bins, cleaning and keeping free from obstruction bin chambers and refuse chutes.

Special Cleaning – this may at times be allocated to a dedicated estate services team

Cleaning in accordance with standards set and as directed, to include:

- Deep cleaning and sealing of floor surfaces as scheduled or other propriety methods of treatment.
- Removing graffiti by cleaning off with approved chemicals, painting over or other methods.
- Pressure jetting of bins and bin stores.

Abandoned vehicles

- To identify, report and take appropriate remedial action in relation to abandoned cars on RBK land.

Monitoring

- To monitor Health and Safety standards and work of Grounds Maintenance, Window Cleaning and other contractors etc, as specified and to report to the Lead Officer Estate Services.
- To resolve initial complaints and provide verbal reports as requested.

Minor Repairs

- To identify defects in communal areas and report to the relevant officers.
- To undertake minor painting and small repairs as required on the communal areas of the estates, as directed by the Team Leader Estate Services.

Other Duties

- Patrolling estates and car parking areas.
- To carry out regular daily/ weekly/monthly inspections of the areas.
- Visually checking play equipment and play areas at least once per week reporting any defects or any other problems to the relevant officer.
- Identifying other estate problems and assisting Estate Services and Resident Services staff in all aspects of good management and upkeep of estates.
- Responding to emergency situations within normal working hours on housing estates and provide assistance as directed.
- Ensuring that all equipment is both safe to use and has been checked for oil and any essential maintenance prior to its use, in accordance with the manufacturer's usage instructions.
- Organising the removal of bulk rubbish.
- Delivering circulars as directed.
- To assist the Team Leader Estate Services with all aspects of estates service delivery including planning and administration.
- To support the Lead Officer Estate Services to deliver excellent estate services for the Council's residents and housing estates.
- To work with the Lead Officer Estate Services, Resident Services Officers, and residents to improve the overall environment and standards on RBK housing estates and land.
- To help Identify ways of continually improving the services provided, both within the team and across the organisation.
- To work with the Resident Services Officers to create, implement and monitor estate improvement plans.
- To attend relevant Resident Association meetings, as and when required by the Team Leader Estate Services.
- To attend resident association meetings.
- To promote the One Council One Kingston vision and values within the Strategic Housing Programme.
- To utilise allocated information technology as required to fulfil the duties of the role.
- To ensure that estates, including blocks of flats, car parks, communal areas and housing land are in a clean and tidy condition and free from obstructions.
- To work in partnership with other agencies when required to deliver service improvements and community initiatives.
- To support vulnerable residents in sustaining their tenancies.
- To work to combat issues of antisocial behaviour on estates.
- To take part in estate inspections, and ensure that repairs are reported to maintain the safety of RBK land.
- To ensure that RBK estates are subject to regular health and safety checks.

- To provide a mobile, on-site, flexible and proactive response service to the Council's residents and liaise with estate service providers to ensure effective service delivery.
- To complete daily inspections and complete all associated paperwork, either manually or through the use of provided technology.
- To contribute to an efficient voids service so that void turnaround times are in line with agreed targets.

Health and Safety

- To ensure that at all times you act with care for your own health and safety, that of those you supervise, your colleagues, residents and any others who may be affected by your caretaking activities.
- To promptly report any serious health and safety issues to the Team Leader Estate Services or other relevant officer of the council.
- To adhere to the Council's Health and Safety Policy and the requirements of the post.

Performance Management

- Sets high expectations for own learning, development and performance and seeks the same for others.
- Actively engages in appraisals and regular one to ones with manager.

General

- To promote diversity and equality in all aspects of service delivery.
- To ensure that services comply with health and safety requirements as revised from time to time and that appropriate risk management plans are in place and implemented.
- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Such other responsibilities as may be required by the Team Leader Estate Services, which are appropriate and commensurate with the grading and position of the post.
- To have a thorough understanding of the Council's equal opportunities policy and demonstrate through action a commitment to its application.
- To undertake training as required to ensure self development and the continual improvement of services.
- Such other duties commensurate with the grade of the post necessary to the continuity of the work of the department that may from time to time be assigned by the Group Manager Housing Operations.
- To at all times be positive and professional representatives of RBK

Additional duties for Tier 2 Estate Services Officer

- To be responsible for the Management of Tier 1 Officers in respect of all the above
- To promote the profile of the Council's services and ensure high levels of customer
- To attend the monthly patch meetings lead by the Resident Services Officers, with colleagues from, Sheltered Housing, Income Management, Property Services, and Resident Participation to ensure a holistic and joined up approach to activities on the

patch. To provide performance information as required to monitor delivery against KPI's, team plans, personal objectives, neighbourhood plans and core service plans.

- To develop improvement plans, actively monitor performance standards and contribute to developing strategies and practices to promote excellence and improved service delivery.
- To assist the Team Leader Estate Services by analysing data relevant to your area and in developing and implementing improvement plans in conjunction with other officers of RBK. To correspond and provide reports where appropriate in response to enquiries and complaints regarding estate services.
- To assist in the production and presentation of reports on policy, procedures, performance and service developments as required.
- To lead the monthly patch meetings with colleagues from sheltered housing, income management, property services, resident participation and estate monitoring officers to ensure a holistic and joined up approach to activities on the patch.
- To support the Communal Estates Work Programme.
- To support the Lead Officer Housing Operations to deliver excellent housing and support services within the Borough's Housing Strategy.
- To develop services to enhance the social cohesion and quality of life on estates and promote community activities in collaboration with residents and resident organisations.

Criteria to be assessed against grades

Grade C - Tier 1

- Undertakes all cleaning responsibilities
- Resolving queries and complaint and escalating more complex queries
- Attending/ assisting with community events
- Reporting and taking appropriate action to remove abandoned vehicles
- To report any Health and safety issues
- Recording of incidents and complaints

Grade D - Tier 1

- Responds to more complex complaints and issues
- Assists and trains less experienced ESO's
- Escalates Health and safety issues
- Recording of all issues arising on site using developed knowledge of Health and safety and council services so residents can be signposted as appropriate
- Ensuring resident participation is integrated into ways of working

Grade E – Tier 2

- To attend the monthly patch meetings lead by the resident services officers, with colleagues from, sheltered housing, income management, property services, and resident participation to ensure a holistic and joined up approach to activities on the patch.
- To provide performance information as required to monitor delivery against KPI's, team plans, personal objectives, neighbourhood plans and core service plans.
- To develop improvement plans, actively monitor performance standards and contribute to developing strategies and practices to promote excellence and improved service delivery.
- To assist the Lead Officer Estate Services by analysing data relevant to your area and in developing and implementing improvement plans in conjunction with other officers of

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Person Specification

As part of the selection process, candidates may be required to undertake assessment tests designed to demonstrate their competencies in key areas detailed below.

	E/D	How assessed (S/ I/ T)
Knowledge, including educational qualifications		
Good general education	D	S/I
Understanding of the needs of estate residents and services	E	S/I
Understanding of good customer service	E	S/I
Ability to use information technology to undertake required duties	E	S/I/T
Experience: Tier One		
Significant experience of caretaking and estate services	D	S/I
Experience of working to tight deadlines	D	S/I
The ability to drive all RBK Housing Vehicles and in possession of a valid driving licence	E	S
Experience: Tier Two – in addition to Tier One requirement the following is applicable		
Significant staff management experience	E	S/I
Experience of resident consultation	E	S/I
Behaviours & Competencies:		
Customer service focused, able to develop productive working relationships with partners and residents	E	S/I/T
Ability to work passionately, flexibly, innovatively, taking ownership to ensure targets are achieved	E	S/I
Ability to think broadly, with a creative approach to problem solving and delivery in demanding circumstances and with competing priorities to ensure deadlines are met	E	S/I
Excellent organisational and administrative skills	D	S/I
Strong interpersonal and communication skills, the ability to establish effective negotiation skills and working relationships throughout the organisation and with suppliers and contractors	D	S/I/T
The ability to drive all RBK Housing Vehicles and in possession of a valid driving licence	E	S

Leading People		
Displays a commitment to own personal development and learning	D	S/I/T
Actively promotes a culture that values equality and diversity	E	S/I/T
Delivering Services		
Identifies and is responsive to customer needs, working with them to provide innovative solutions	E	S/I/T
Builds strong working relationships across the Council and with partner organisations and suppliers	E	S/I/T
Recognises the role that technology plays in improving the service	E	S/I/T
Having a strong commitment to following our <i>Six Steps to working as One Council</i>	E	S/I/T
Having a strong commitment to following our <i>Six Steps to delivering our Customer Commitment</i>	E	S/I/T

Key:

D	Desirable	S	Shortlisting criteria
E	Essential	I	Evaluated at interview
		T	Subject to test

Special Conditions of Recruitment;

- Must be able to undertake all physical tasks associated with conducting property/site visits.
- May be required to work outside of normal hours.