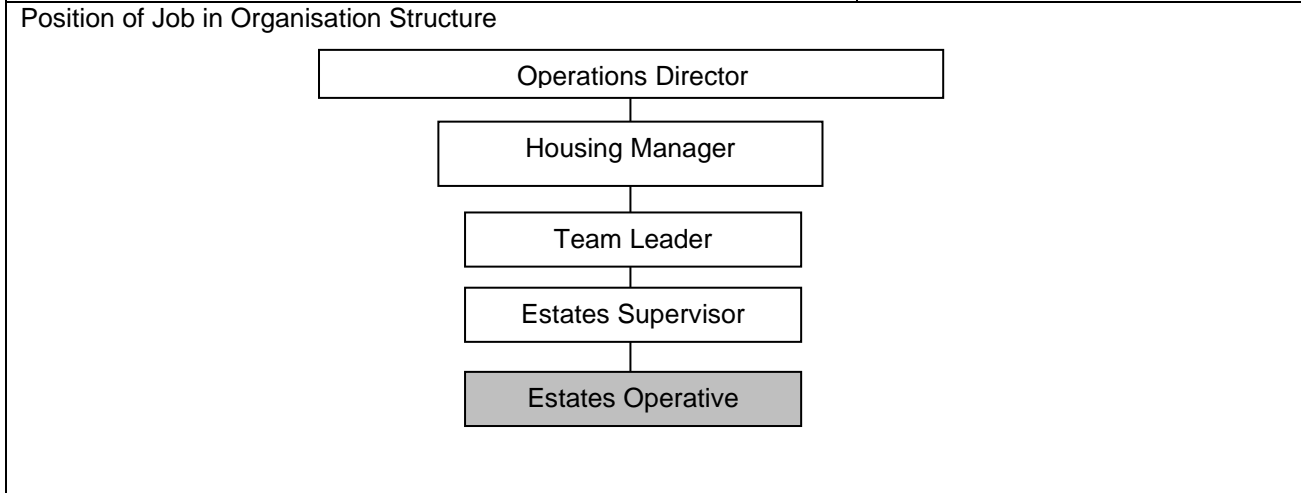


Job Title: Estates Operative	Grade/salary:
Department: Operations	



Main Purpose of the post:

The purpose of this post is to work as part of a team to provide high quality cleaning and estate management services and small repairs service at specified housing development(s) for Caledonia Housing Associations residents, to maintain high standards of cleanliness in public areas and undertake minor repairs.

Core responsibilities:	Key results/outcomes/impact
<ul style="list-style-type: none"> • Cleaning and tidying of all public, communal or office areas at an Association development. • Undertaking minor repairs in common areas, void and other properties • Undertaking the duties in accordance with all procedures and guidelines of the Association • Monitoring general security of the developments and ensuring the external environment is maintained <p>Other duties:</p> <ul style="list-style-type: none"> • To complete administrative procedures to support core tasks and duties, e.g. completion of timesheets, and to assist the Housing Officer/Maintenance Officer in maintaining developments to agreed standards of cleanliness. • Be willing to cover according to availability for other staff at developments to ensure a proper service is maintained during holiday or sickness absences • Attend training events to remain up to date on relevant issues. • Carry out any other reasonable duties that may be instructed from time to time by the Estates Supervisor or Team Leader • Have regard to the health and safety of staff, customers and members of the public by performing all duties in a safe manner. • To carry out the cleaning of void properties and undertaking minor repairs 	<p>Public, communal & office areas exhibit a clean & tidy appearance, providing a pleasant living environment for residents, staff & visitors.</p> <p>Passing on relevant information to the Housing/Maintenance Officer with regard to estate management issues</p> <p>Having regard for high standard of customer service</p> <p>Ensure developments are safe and secure</p>

Accountability:

Estates Operatives are accountable for: -

- Carrying out specific work instructions as issued by the Estates Supervisor or Team Leader.
- Maintaining a high standard of customer service ensuring confidentiality and appropriate behaviour

Responsible to:

Estates Supervisor, Team Leader

Key relationships with:

Internal: Estates Supervisor, Housing Officer, Maintenance Officer, Team Leader & Housing Manager.

External: Customers and service users

Essential skills, experience and competences:

Estates Operatives should either possess or be capable of developing the following: -

- Ability to carry out common cleaning and practical tasks to an acceptable standard.
- Experience of general cleaning duties and domestic tasks
- Ability to use effective communication skills in verbal and written form.
- Ability to carry out minor repairs tasks in line with health & safety requirements

Estates Operatives must also: -

- Be able to plan their work within the hours allocated for the tasks.
- Be able to work on their own or with limited supervision and maintain high standards of customer service
- Be able to respond appropriately to emergency situations and summon assistance in line with policies and procedures.
- Have a full driving licence to be able to drive the Estates Operatives van to operate the mobile service.

Signed by: Housing Manager (West) Date