

JOB DESCRIPTION

TITLE: Estates Officer

POST NO: PREF104741

DEPARTMENT: Population Wellbeing

DIVISION: Housing – Housing Operations

TEAM: Tenancy & Community Safety

RESPONSIBLE TO: Tenancy & Community Safety Manager

GRADE: L5

PURPOSE OF POST:

The Estates Officer is part of a multi-disciplinary team, including Anti-Social Behaviour Officers and Housing Officers who work collectively at both an individual and Neighbourhood level to provide a good quality housing management services that meets the needs of our tenants. The purpose of this post is to ensure the delivery of a responsive, effective and efficient Estates management service in line with the standards set by the Council's customers making sure that Housing internal and external communal areas are kept clean, free of rubbish, are well maintained and are safe for residents and other customers.

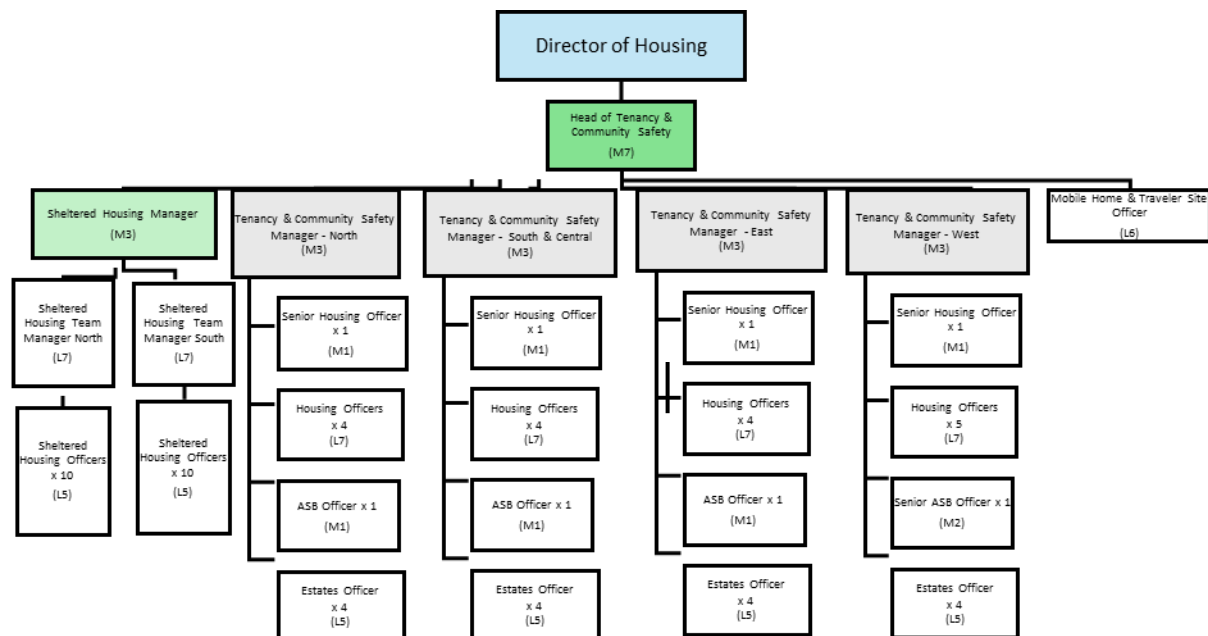
As a core member of the Area and Community Safety Team it is essential that Estates Officers effectively engages with our communities, supports community empowerment and act as the primary interface with our tenants, delivering an excellent customer focused housing and estates management service that achieves the Consumer Standards (under the Social Housing Regulations Act 2023) and the councils' objectives, with a focus on sustaining tenancies and improving quality of life. The postholder will support the management of our flat blocks, garage areas, land and Estates.

The role will involve being largely area and estate based, utilising mobile working on a day-to-day basis and coordinating and facilitating interventions to ensure that our tenants are able to live independently as well as live in safe, well maintained and affordable homes.

The role will be defined to a specific neighbourhood and/or area with some flexibility under our agile working policy, to be able to work from wherever is suitable to complete the task at hand. This might be at home, or in one of our offices or within your designated Neighbourhood.

This post delivers a mobile Housing Estates and inspection service and Estates management to flat blocks across Luton's housing Estates. It is a mobile service requiring travel between different areas of Luton's housing stock on a rota and proactive basis and in response to issues as they arise.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Carry out proactive monitoring of internal and external communal areas, and services provided to them across all LBC stock to assist in meeting of service standards, statutory obligations, health and safety, fire safety, performance targets, customer satisfaction and value for money. 2. Work with partners to ensure Estates are kept clean and safe, including initiating corrective action, carrying out visits, issuing warnings and fixed penalty notices to residents where appropriate. | <div style="text-align: right;"><u>%</u></div> <div style="text-align: right;">25</div> <div style="text-align: right;">20</div> |
|---|--|

- | | | |
|----|--|----|
| 3. | Assist colleagues in the preparation of legal cases and attend court as a witness for ASB including witness statements and court attendance. Manage equipment to support casework (e.g. CCTV). | 20 |
| 4. | Undertake regular audits of blocks to determine which require more or less frequent inspection regimes in line with risk management and use of hot spotting. Undertake proactive reviews as and when circumstances change in individual blocks and ensure all relevant parties are kept informed of changes to the status of blocks. | 10 |
| 5. | Represent the Council at partnership and resident meetings, working with them to identify solutions to complex issues and to ensure a way forward is agreed. | 10 |
| 6. | Maintain accurate records using manual techniques and appropriate Information Technology. Produce case, activity and performance reports to ensure corrective and legal action is effective. | 5 |
| 7. | Working with colleagues across Housing Operations, participate in customer involvement processes with leaseholders and tenants. Promote tenant and leaseholder involvement in blocks and indentify customers who wish to deliver this role. Liaise and support service customers on a day-to-day basis. | 5 |
| 8. | Work flexibly as required. Provide support in emergency situations for functions such as delivery of letters to customers, removal of rubbish and carry out spot cleans in cases where this will resolve an issue quickly and effectively. The role will be on a rota basis over seven days each week. | 5 |

DIMENSIONS:

Supervisory Management: None

Financial Resources: The post holder is not a budget holder.

Physical Resources: CCTV, Handheld I.T

CONTEXT:

This post will provide a quality front line service to customers that are tenants of the Council by ensuring that all issues that affect the quality of life of residents are identified, reported and resolved. It is responsible for the monitoring and

delivery of key services to Housing's internal and external communal areas including:

- Cleaning
- Grass cutting and similar land maintenance
- Fire safety
- Health and safety and risk management
- Environmental anti-social behaviour

This is a highly visible post, working to agreed performance targets and service standards and be involved in recommending actions to increase efficiency and effective outcomes of the productivity of the team. The postholder will be an integral part of a multi-disciplinary Area & Community Safety team and will focus on ensuring Estates are safe, clean and well managed. The aim is maintaining safe and attractive Estates through the management of outsourced services and agreed levels of service from other Council services.

The postholder will work within set procedures and will operate a rota system for inspections of all blocks. This will be determined through effective risk management and hot spotting blocks that require a higher level of service.

The postholder will be responsible for close working with all service partners to ensure that services being delivered are of a high standard and meet customer requirements. The postholder will also monitor outsourced service provision and will need to provide reliable, accurate, and timely information on performance within required formats. They will need to promptly, professionally and non-confrontationally work with service partners to address day-to-day issues of non-performance against contracts and defined standards to achieve resolution of any defect. The post holder will be required to review services provided and to make recommendations for changes including recommending variation orders. They must also keep accurate records for partnership discussions and reviews, and for making responses on individual complaints.

The postholder will be required to carry out enforcement work where issues are identified with ASB including interviewing witnesses, victims and perpetrators. The postholder will assist in the management of cases with partners where appropriate, including drafting legal witness statements, attending court as a witness and support for witnesses and victims, service of legal notices and penalty notices on customers.

The postholder will need to work flexibly and responsively, including outside of 'regular' working hours and weekend working. There is the requirement for the postholder to carry out some spot cleans to enable issues to be remedied quickly and effectively.

A clear commitment is required to ensuring equality of access and treatment to all in employment and service delivery.

The postholder will be expected to work towards the Chartered Institute of Housing Level 3 or 4 Certificate via pathway 4 or 5 (or equivalent).

Physical Effort:

Duties will require the use of some physical effort when covering day to day duties, including walking and climbing stairs, removal of some rubbish, e.g. carrier bag or small dustbin bag and some spot cleans.

The postholder will be required to travel to and access sites of work across the town

Working Environment:

The post holder will work in both an office environment and outside and inside high and low rise blocks across Luton. This will require use of his/her own vehicle.

The office based work will be carried out in a variety of offices dependant on the most accessible and appropriate venue on any given day.

Person Specification – Estates Officer

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience one or more of the following: • customer service • housing or Estates/property management environment. C	1,2	Previous experience of working in a caretaking, cleaning or Estates inspections role	1, 2
	Demonstrable experience of dealing with environmental and other antisocial behaviour.	1,2		
	Demonstrable experience of working in a front line service dealing with customers on a day to day basis, including dealing with challenging situations and building effective working relationships.	1,2		
	Demonstrable experience of ensuring that the requirements of contracts and service level agreements are complied with and dealing with any breaches quickly and effectively keeping all parties informed.	1,2		
Skills/Abilities	(C) Able to effectively monitor, resolve problems and enforce contracts ensuring compliance with specification and performance targets.	1,2		
	(C) Able to interview, support and negotiate with witnesses, victims and perpetrators of environmental	1,2,		

	ASB in sensitive situations and to draft clear and accurate reports and legal statements for evidence in court. (C) Able to organise self and others to meet deadlines and targets, keep accurate records, work on own initiative and plan, manage, prioritise and organise cases and workload.	1,2,		
<u>Skills/Abilities</u>	Able to communicate effectively and politely, in writing and verbally, with a range of people including customers, internal colleagues, partners in service provision and external contractors and agencies. Able to use computer technologies including word processing, spreadsheet e-mail, and maintain written records.	1,2,5 1,2,,		
Equality Issues	Able to demonstrate and understanding of the importance of equality in relation to social housing	1, 2		
Specialist Knowledge	Demonstrable knowledge and understanding of tenancy terms and conditions and enforcement procedures. Demonstrable knowledge of Estates management including contract management, risk management and building construction Demonstrable knowledge and understanding of health and safety regulations including COSHH, Fire Safety and RSH Consumer Standards C	1,2 1,2 1,2	Knowledge of specialist cleaning techniques.	1,2

Education and Training		1	Chartered Institute of Housing Level 3 or 4 Certificate or working towards	
Other Requirements	(C) Full valid driving license with business insurance or be able to travel around Luton and surrounding areas.	1,2		
	(C) Able to work flexibly including at weekends and outside of normal working hours.	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulation (2018)