

Estate Services Officer - Job Description

Line manager	Estates & Service Charges Manager
Direct Reports	None
Purpose of role	<ul style="list-style-type: none"> - Ensuring health and safety of our properties and tenants by carrying out health and safety inspections of all assigned properties to ensure compliance - Ensure Value for Money (VfM) by monitoring contractor performance of all providers of estate services and the standard and delivery of communal repairs - Ensure customer satisfaction by resolving resident enquiries by being the primary contact for residents for all general estate service based queries and through use of CRM, record and direct other enquiries to housing officers for resolution -
Key relationships	<p>External: Tenants and leaseholders, consultants and contractors from whom technical advice or services are procured, Local Authority staff and staff from other partner advice and referral agencies,</p> <p>Internal: Other operational staff particularly the Repairs Officer, and the Housing team.</p>
Key Responsibilities	
<p>Health & Safety Create a positive, clean and safe environment for residents by:</p> <ul style="list-style-type: none"> • Carrying out regular inspections of communal areas of buildings, both internally and externally. • Completing inspection forms electronically or manually if necessary. • Identifying and taking action on hazards by working with the Repairs Team and serving TORT notices if necessary. • Arranging the removal of bulk refuse and dumped items, liaising with the Repairs Team when necessary to recharge tenants. • Pro-actively checking and accurately recording information and property attributes on relevant databases. • Monitoring the delivery of pest control by planned and preventative programmes of treatment, monitoring contractor service delivery and responding to resident reports. 	

- Monitoring and ensuring statutory compliance with regards to fire safety, legionella testing, asbestos and similar.
- Assisting the Property & Estate Services Support Officer to deliver the CP12 gas safety compliance programme by contacting residents and through use of CRM, recording all activity and contacts.

Value for Money

Effectively monitoring the performance of our estate services contractors including cleaning, grounds maintenance and pest control, resolving any issues of concern directly with the contractor by:

- Monitoring Contractors' performance against specifications on both Health & Safety inspections and ad hoc visits.
- Responding to residents' queries about service charges.
- Ensuring accuracy of bills to achieve value for money by taking accurate meter readings of the landlord's utility supplies (electricity, gas and water).
- Providing pre-works diagnostics of repairs to allow the Repairs Officer to assess the appropriate response to ensure first time fixes.
- Carrying out post works inspections of repairs to allow the Repairs Officer to assess whether or not repairs have been carried out effectively.
- Assisting with the successful delivery of major works during the Cyclical Maintenance programme; work with the Asset Manager at assigned properties through regular monitoring, feedback and attendance at progress meetings.
- Informing and assisting management of planned and preventative maintenance for electronic door entry systems, fire safety equipment, and lifts.

Customer Satisfaction

Ensuring excellence in customer service engaging, communicating with and inspiring others by:

- Ensuring high customer satisfaction by responding to residents' queries within service standards to facilitate an ongoing dialogue on service provision.
- Recording all customer contact and activity on CRM promptly.
- Processing CRM worktray within given deadlines.
- Liaising proactively with external providers of services, for example Local Authorities, to resolve colleagues' and customers' problems and queries.
- Assisting the Property & Estate Services Team with the administration of repairs, major works and new development as required.

Performance management

- Managing workloads by planning and prioritising through best use of available resources such as software packages and IT hardware to meet varying demands

- Keeping self and colleagues updated with current legislation and best practice in relation to the provision of estate services through participation in working groups and own continued professional development.

Staff and team working

- Work collaboratively with all staff across the Association in accordance with WPH values to further the Corporate Plan.
- To represent the needs and views of the team across multiple forums.
- Ability to work flexibly across all patches to provide effective service delivery in all eventualities
- Work closely with housing colleagues to provide an integrated and seamless delivery of services to all residents.

Compliance

- Proactively demonstrate commitment to Women's Pioneer Housing's mission and values.
- Represent Women's Pioneer Housing externally, acting as an ambassador and maintaining the organisation's professional reputation.
- Ensure compliance with all the Association's policies.

Additional Information

- These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.

Estate Services Officer – Person Specification

Knowledge and experience

1. Experience of working directly with the public with commitment to delivering high quality customer service ideally but not essentially in property services management.
2. Demonstrable evidence of good written communication skills to compose professional letters, emails and basic reports with clear and accurate information
3. Good verbal communications skills with an ability to engage professionally with a diverse range of people.
4. Excellent organisational skills with the ability to plan workloads ensuring that deadlines are met and service standards adhered to.
5. GCSE Grade C or above in English Language and Mathematics or equivalent experience.

Skills and abilities

1. Ability to promote a positive image of self, team and organisation. Takes pride in work and can work collaboratively developing good working relationships with colleagues, residents and external agents.
2. An ability to probe details to achieve thoroughness and accuracy when accomplishing a task.
3. An awareness of health and safety issues to ensure the provision of a clean and safe environment for residents.
4. Evidence of working in an organised way with ability to work flexibly and unsupervised to respond quickly to changing demands while meeting deadlines.
5. Proficient IT skills including Microsoft Office (Word, Outlook, Excel) and ability, with training, to use CRM databases to maintain accurate records on all systems in place and produce reports to inform actions to be taken
6. Ability to engage customers in service delivery.
7. Takes ownership of problems, working with others and thinking creatively to bring about solutions.
8. An ability to understand and interpret technical terminology and jargon and present to different audiences.

Personal attributes

1. Has a 'can-do' proactive approach to service delivery, willing to go the extra mile.
2. Has empathy with the needs of residents and other stakeholders.
3. Commitment to WPH policy on equality and diversity in all areas of work.
4. Ability and drive to meet set targets and standards.
5. Able to rely upon own judgement and knows when to seek further assistance.
6. Open to learning and development for self.
7. Understanding of women's housing issues.