



## Job Description

<b>Post:</b>	Estate Services Team Leader
<b>Directorate:</b>	Technical Resources
<b>Team:</b>	Estate Services
<b>Grade:</b>	Scale 6
<b>Responsible to:</b>	Estate Services Area Manager
<b>Responsible for:</b>	Estate Services Operative x 6-10

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### Purpose of Job

The postholder will contribute to the smooth functioning of the estate, including line management of Estate Services Operatives, carrying out operational cleaning duties and the allocation of works as directed by the Estate Service Managers and Assistant Director of Technical Resources according to the priorities and policies of Poplar HARCA.

The postholder will be responsible for ensuring a consistent quality service to residents in a courteous and efficient manner and will work as part of the Estate Service Team for the estate.

Day to day management duties are expected to account for approximately 40% of this post holder's workload; with the remaining time spent fulfilling operational cleaning.

### Main Duties and Responsibilities

#### Line-management

- Provide day-to-day leadership, line management and support for a team of Estate Services Operatives ensuring that they operate flexibly and effectively, and are oriented towards meeting the needs of residents and other customers.
- Manage the work of Estate Services Operatives to maintain all areas of the estates in respect of caretaking, bulk refuse removal and minor repairs and maintenance work.
- To be responsible for completing and reviewing the work records of all Estate Services Operatives: i.e. timesheets, sickness forms, performance monitoring forms, etc... Leading on individual supervisions and group team meetings thereby ensuring that work is carried out to the required standard and that all conduct and performance issues are dealt with, and resolved, in accordance with relevant policies and procedures.

#### Operational

- Clean all common parts of an allocated estate or patch area, in accordance with agreed schedules, frequencies, methods and/or as required, which includes but is not limited to:

- the sweeping and/or washing of all communal staircases, foyers, balconies, passages, courtyards, car parks, hard standing areas, chute chamber rooms and refuse storage rooms.
- the cleaning and/or washing of lift car floors and walls, lamp shades and diffusers, estate signs, estate furniture and other such communal fixtures and fittings as relevant.
- remove any extraneous matter not exclusively including litter and any other detritus, including sharps and other drug related materials, dog waste, etc. from all parts of the estates, in accordance with agreed schedules, frequencies methods and/or as required, ensuring compliance with Health & Safety guidelines.
- Carry out deep cleaning duties as required.
- In accordance with agreed schedules, frequencies methods and/or as required:
  - remove and cleanly dispose of any overspill in refuse container storage rooms
  - the rotation of refuse containers to avoid such overspill.
  - check refuse chutes and if possible, clear blockages.
  - empty and clean estate litter bins and other waste receptacles.
  - remove weeds and other plant material, as required, from hard standing areas.
- Undertake minor repairs and maintenance where required. Report repairs to the Repairs Team and monitor these to ensure they are completed to an acceptable standard and on time.
- In the event of adverse weather, take such measures including the clearing of snow, leaf clearing and the application of salt on hard surfaces or such other agreed methods, to ensure that, as far as may be practical, safe access to dwellings and common parts on housing estates is maintained.
- Assist with the collection of bulk refuse deposited within the housing estate to a designated safe area by moving to designated location and assisting bulk refuse operative on collection.
- Assist with the maintenance of the monitoring and reporting system with regard to appropriate procedures; ensuring that they are implemented in accordance with the Health & Safety at Work Act 1974.
- Provide assistance to the management of general operations within Estate Services as required.

### **Monitoring and Inspection**

- Monitor high quality, achievable standards, as set by the Estate Services Manager, in respect of all estate services functions and customer care.
- Monitor all repairs ordered through to resolution and the performance of partners, (including services affecting the area, for example, refuse collection), taking action where required.
- Responsible for updating the maintenance and reporting schedules in respect of all machinery, vehicles and items of equipment used by the department.

### **Organisational**

- Liaise with Poplar HARCA colleagues across the organisation on all matters relating to the day-to-day running of estate services, in particular Housing Managers.

### **Support to Estate Services Manager**

- Support the Estate Services Manager and others in progressing more complex service or staff related issues.
- Support the Estate Services Manager in ensuring that all estate services are delivered in accordance with statutory requirements, financial regulations, agreed policies and procedures and performance targets.
- Deputise when required for the Estate Services Manager.
- Attend meetings and forums as appropriate, liaising with residents and resident representatives when required.
- Organise and service meetings.

### **General**

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

### **Hours of duty and Weekend Cover**

- Work a 7 hour day, on a rota basis, between the core hours of 8am to 6pm.
- Work one weekend in four on a rota basis. Time off in lieu, equal to the hours worked, will be provided in recognition of this. Overtime and travelling expenses are not payable.

## Person Specification

**Post:** Estate Services Team Leader

**Grade:** Scale 6

**Team:** Estate Services

**Directorate:** Technical Resources

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. Current clean driving licence (desirable)
2. Skills	a. Good standard of numeracy and literacy b. Able to write reports for the consideration of management c. Proficient in the use of diverse information and communication technologies; including Microsoft Word, Excel and Outlook. d. Able to implement and maintain safe and appropriate systems of working e. Ability to present information to a wide audience i.e. Board Members, resident groups, senior managers and colleagues f. Able monitor and achieve a wide range of performance targets g. Ability to maintain accurate records h. Able to work effectively with peers, partners and others i. Able to meet deadlines in a fast paced, high pressure environment.
3. Experience	a. Experience of line managing staff b. Experience of managing conduct and performance issues through to resolution. c. Experience of working within a cleaning and/or caretaking environment delivering a high quality operational cleaning service d. Experience of organising and facilitating meetings. e. Worked in a role with a similar level of responsibility
4. Knowledge	a. Knowledge of estate-based health & safety requirements and associated legislation.
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving

