

# Estates Officer

## Job Description

### Our Vision

We provide excellent services to customers

and build new homes to help more people.

We make sure our homes are safe and sustainable

and strive to do more by making the most of our resources.

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## About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

## Our Values

### Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

### Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

### Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

### Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

### Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

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## **PARADIGM HOUSING GROUP LIMITED JOB DESCRIPTION**

<b>Post:</b>	<b>Estates Officer (peripatetic role)</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Regular Contacts:</b>	<b>Estate Services Manager &amp; Senior Estates Officers All Housing Teams Customer Services Team All Property Services Teams Residents of all tenures Contractors Managing Agents Resident Internal Auditors</b>
<b>Responsible to:</b>	<b>Estate Services Manager</b>

### **JOB PURPOSE:**

To monitor, assess and report on estate compliance, working with a number of departments, contractors and managing agents in rectifying issues identified and ensuring our estates meet the required standards.

To identify areas and estates that could benefit from improvements highlighting these with local Housing teams, Senior estates officers and contractors.

To deliver a value for money service by identifying and undertaking minor repair works as and when required.

### **KEY ACCOUNTABILITIES:**

- Carry out cyclical inspections of all communal areas and amenity land. This will include monitoring of contracts, such as grounds maintenance and cleaning contracts
- To score estates based on the Paradigm Estate Standard and contract specifications to enable contract monitoring and to identify estates that may need more intensive work. This will link in with colleagues looking at proactive solutions to tackle ASB
- Carry out tests of safety equipment in communal areas. This includes testing of fire panels, smoke detectors and lift alarms in conjunction with Fire Alarm Technician
- Fire door inspection and recording
- Door closure testing and recording
- Carry out required water tests to comply with Legionella risk assessments
- Rectifying small issues on communal areas (such as replacing light bulbs, and removal of bulky items)
- Carry out minor/small repairs with a time limit of 30 mins including admin to complete (such as replace/repair door closure replace door stop fill small holes in walls adjust hinge repair stair nosing's/edging stick down carpet edges etc) completion of all documentation; open repair and close job record, all parts used approx. 4 per day
- Identify areas for estate improvement gaining quotes and overseeing works

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- Identify and replace missing fire signage whilst on site visits
  - Update internal IT systems
  - Identifying, checking for ownership and reporting any bulk refuse or fly tipping left in communal areas. This will include initial door knocking to identify the owner and reporting any known perpetrators to the Housing Officer to take further action
  - Enforce PHG zero tolerance policy in communal areas in conjunction with the housing teams
  - To work with interested customers who have agreed to help monitor services
  - Carry out regular car park inspection to ensure cars are parked in line with the current Paradigm car parking policy taxed. This will include reporting any vehicles to the Housing Officer to carry out investigation.
  - Referring and working with Property Services to ensure ongoing repairs issues are dealt with
  - Investigate contact logs and resolve issues (low level)
  - Building positive working relationship with contractors
  - Building positive relationships with Managing agents and their contractors
  - Carry out post inspection of works in communal areas and report (approx. 10%)
  - Occasional out of hours work (e.g. weekend working)

#### **LEVEL OF AUTHORITY**

- Scoring of estates for various criteria
- Recommendation of estate improvements
- Recommendations of higher risk estates to increase frequency of visits
- To carry out 'low-level' repairs and reporting / raise all other repairs needed
- To recommend rectification and / or default notices against contractors
- Deal with concerns raised by customers or agencies
- Challenging contractors on poor performance

#### **REQUIRED OUTCOMES FROM POST**

Success in this post will be measured by:-

- Increased customer satisfaction for areas of responsibility;
- Reduce customer effort
- Increase customer satisfaction
- Promote VFM services and best practice
- Meeting performance targets
- Completion of all estate visits within agreed targets and to an excellent standard
- Estate Standard is met across estates
- Ensure management costs are driven down showing efficiencies and value for money
- Positive feedback from colleagues and other internal departments
- Meeting all agreed and set service standards
- Develop and improve estates within allocated budget resource
- Adherence to customer care standards

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## PERSON SPECIFICATION

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

• Experience of monitoring against set standards	E
• Ability to identify repairs	E
• Experience of carrying out minor repairs	E
• Ability to record data accurately	E
• Experience of using IT packages to record information	E
• Ability to follow processes and guidelines	E
• Ability to effectively communicate and negotiate with residents, partners and contractors, especially in difficult situations	E
• Ability to take personal responsibility for assessing situations, making decisions and concluding enquiries	E
• Ability to multi-task and deal with competing priorities	E
• Have a current and clean driving licence	E
• Ability to work at height	E
• Experience of manual handling	P
• Experience of day to day monitoring of contractors	P
• Trained to CSCS operative standard	P
• Ability to carry out minor repairs	P