



Estates Officer

key skills	essential	desirable	method of assessment
Promote and maintain a positive “can do” attitude in all aspects of the post;	✓		interview & application
Apply customer service skills effectively in all areas of work	✓		interview & application
Excellent communication skills	✓		interview & application
Methodical, well organised and positive approach to workload and ability to work to strict deadlines; with minimal supervision and take initiative	✓		interview & application
Carry out simple repairs	✓		interview & application
Use own initiative and organise own workload	✓		interview & application
IT knowledge / mobile phone Aps / laptop / in-house databases	✓		Interview & application
Excellent timekeeping and organisation skills	✓		interview & application
Recognise situations that need to be approached with tact and diplomacy and react accordingly.	✓		interview & application
Ability to develop positive and successful working relationships with other agencies and partnerships and promote Irwell Valley in the wider community	✓		interview & application

knowledge	essential	desirable	method of assessment
Of social and economic problems within the community.	✓		interview & application

experience	essential	desirable	method of assessment
Of landscape maintenance, clearance of fly-tipping and cleaning of hard surfaces.	✓		interview & application
Of working with external agencies inc. local authorities etc		✓	interview & application
Of dealing with difficult/volatile situations		✓	interview & application

qualifications	essential	desirable	method of assessment

special requirements	essential	desirable	method of assessment
Full valid driving license.	✓		interview & application
Out of hours and weekend work may be required.		✓	interview & application
Physically fit.	✓		interview & application



behaviour to be proud of

We think that how we do things is just as important as what we achieve.

Our behaviours have been developed by colleagues. Demonstrating them in all that we do helps us to create fantastic experiences for customers, colleagues and the people we work with.

If your application is successful, you will be invited to the next stage in the selection process.

we take responsibility - I demonstrate this when I

listen and show that I understand	look for and welcome new and better ways of doing things
am open and honest	admit to and learn from my mistakes
do what I say I will, and am accountable for my actions	offer solutions and am helpful
resolve things in the first instance wherever possible	focus on what I can do, rather than what I can't
follow up on actions	apologise when things go wrong
am clear and consistent	personalise my communications

we take pride - I demonstrate this when I

do my best	am easy to deal with
am polite, approachable and friendly	have everything I need to do my job
speak to people respectfully	speak about the organisation, our customers and my colleagues in a positive way;
turn up on time	am clean, presentable and dressed appropriately for my job

we make a difference - I demonstrate this when I

put others first	have a positive "can do" attitude
go the extra mile	celebrate success
appreciate and recognise a job well done	am adaptable
work effectively with my colleagues	value others

we learn and grow - I demonstrate this when I

take responsibility for my own development	give and receive constructive feedback
share my skills and experience with others	am aware of my impact on others
create opportunities for others to learn and grow	look for ways to improve
am open to change and trying new things	am the best version of me
share my ideas and opinions and am open to those of others	

our values

Our behaviours play a key part in managing our colleagues' performance and everyone must demonstrate how they are delivering against them in their performance appraisals. This helps us to realise our values which are:

- treat others as they would like to be treated - with honesty, dignity, respect and trust
- learn from mistakes
- take responsibility for our actions
- work with passion and fun
- believe in tough rights and tough responsibilities

- be pioneering and free thinking