

Job Description

Senior Estate Ranger



Directorate:	Asset, Estates and Housing Management
Team:	Estate Rangers
Role Type:	Fixed
Reports to:	Service Manager, Estate Management.
Direct Reports:	N/A
Overall Job purpose:	
<p>To carry out Estate Ranger duties which includes providing both Pest Control and Handyman Services to Cross Keys Homes' properties and estates as needed. This role is responsible for scheduling works via the contractor system and to provide cover as and when needed for the Estates Services Manager. In addition, to act in day-to-day supervisory capacity to support, train, and coach both pre-apprentices and apprentices in the Estate Services team.</p>	
Core responsibilities:	
<ul style="list-style-type: none"> • In the absence of the Service Manager - Estate Management, provide supervisory cover to the wider Estate Ranger team as and when required. With the support of the Estates Services Manager, have day to day responsibility for both pre-apprentices and apprentices to train, coach and support them in the Estate Ranger role to ensure they are upskilled and have a rewarding placement with CKH. • Provide Pest Control Services to our customers to eradicate and control identified pest species in line with Pest Control Legislation. To be accountable for decisions and treatments in line with legislation, keeping accurate records to demonstrate excellent working practices. • To be responsible for all equipment provided to carry out Pest Control duties and ensure that it is kept in good condition, clean and serviced as needed. • To provide a Handyman Service to CKH internal and external customers which may include DIY and repair jobs, AOV testing and Fire Door testing as directed by the Service Manager - Estate Management. • To take responsibility for scheduling jobs on the contractor system, contacting customers to arrange bulky waste collections and to organise Pest Control Appointments, closing jobs down and post inspecting jobs ensuring the agreed KPI's are met. • Challenge residents and the public regarding any health and safety non-compliance whilst on site. Report any action taken or other concerns relating to vulnerable residents or potential breaches of tenancy such as anti-social behaviour, property damage or sub-letting (to the 	

appropriate team within Cross Keys Homes). Report any emergency on-site issues to the Police.

- Provide excellent customer service to residents; respond to face-to-face queries regarding service delivery, quality of service and expressions of dissatisfaction whilst on site. Manage customer expectations and report unresolved issues or challenges to the Service Manager - Estate Management
- Take responsibility for maintaining accurate records on each site, including inspections and photos. Use hand-held devices to accept, up-date and close jobs and communicate using email.
- Take responsibility for and carry out checks of plant and materials, ensure proper storage and carry out/arrange necessary repairs.
- Prioritise workload whilst out on site and communicate effectively with Service Manager - Estate Management accordingly.
- Collaborate with the Service Manager - Estate Management to foster a positive, professional and inclusive team culture, ensuring the wider team consistently delivers exceptional performance and service.

Key Relationships

- Face to face interaction with residents and members of the public; managing expectations and addressing any areas of concern.
- Liaison and communication with internal teams to ensure the health, safety and maintenance of Cross Keys Homes properties and sites.
- Liaison and communication with external agencies such as Local Authorities, contractors, waste management companies and police to resolve issues on site.

Dimensions:

- Supervise pre-apprentices and apprentices day-to-day

Additional information:

- The service operates from 8am to 4pm
- The role is lone working
- The role involves manual work
- Will be required to drive company vehicles including a flat-bed truck
- Will be required to use PDA (hand-held) daily for allocated work
- Will be required undertake essential health and safety training and to ensure personal and site safety including correct use of PPE, cleaning materials and regular vehicle checks.

Action

Commitment

Excellence

Integrity

Teamwork

- DBS Required – Standard

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Person specification

Requirements	Essential Criteria	Desirable Criteria
Knowledge and experience <i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i>	<ul style="list-style-type: none"> • Strong knowledge and experience of DIY and general maintenance. • Some knowledge and previous experience of Pest Control • Good knowledge and understanding of Health and Safety at Work • Experience of undertaking minor repairs/DIY • Experience of dealing with members of the public • Experience of using computers and handheld devices. 	<ul style="list-style-type: none"> • Knowledge and understanding of:- • Safety at Work Act 1974 • Fire Regulations • COSHH
Skills and abilities <i>Describe the skills and abilities required to do the job effectively</i>	<ul style="list-style-type: none"> • Effective written and oral communication. • Able to carry out general, routine maintenance repairs and inspection of 	

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	buildings, fittings and equipment. <ul style="list-style-type: none"> • Able to follow and interpret written instructions and procedures. • Able to work as part of a team. • Able to use own initiative and make decisions on site. • Confident and able to deal with difficult situations or customers in a polite, calm/diffusing way. • Good customer care skills. • Ability to use PDA, email and complete on-line training. • Fit and able to undertake manual work. 	
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Personal behaviours and style

We look for people who are committed to and demonstrate our core values of:

- **Action:** Getting things done while being accountable. *Delivering on objectives and taking responsibility for the service. A positive attitude.*
- **Commitment:** Putting customers first. *Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.*
- **Excellence:** Always striving to be the best. *Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.*
- **Integrity:** Honest and open in everything we do. *Maintaining our code of conduct and acting professionally at all times*

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<ul style="list-style-type: none"> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	<ul style="list-style-type: none"> • Basic standard of education. 	<ul style="list-style-type: none"> • Pest control qualification
Additional requirements <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	<ul style="list-style-type: none"> • Must hold a full UK Manual Driving Licence. • Willingness to work outside normal office hours as and when service requires. • Willingness to undertaking further training as and when required • Willingness to hold and maintain a basic DBS check. 	
Version control:		
JD authorised by (Director):	Stuart Fort	Date: May 2022 Updated by SC – March 2025

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