

<b>Job Title</b>	Estates Officer
<b>Grade:</b>	Grade 6 (£36,517 - £39,921)
<b>Accountability:</b>	Head of Asset Management

## 1. JOB PURPOSE

The purpose of the post of Estate Officer is primarily to assist with the management of the Association's housing stock, external areas and contractors to provide a high quality, efficient and effective maintenance service to meet the needs and expectations of our tenants and other customers. The key remits of this role are:

- Supporting delivery of quality services in investment, reactive, planned and cyclical maintenance
- Contractor liaison on site for asset functions such as progress of repairs and maintenance
- Assisting with customer engagement for asset services for reactive, investment, planned and cyclical works
- Contribute to performance improvement in reactive maintenance services and void repair timescales
- Pre, post and void inspections: assist Maintenance Officer with inspections
- Assist with complaints fact finding for investigation
- Contribute ideas and suggestions for service improvement

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions, these are:

- **Be Honest** and open in our approach, decisions and communications
- **Be Accountable** to our tenants, community and each other
- **Be Respectful** and considerate in how we treat each other
- **Be Supportive** and willing to go the extra mile

## 2. KEY TASKS AND RESPONSIBILITIES

2.1 To provide a high quality repairs service that achieves best value

- Manage the distribution of keys and door entry fobs to contractors and ensure accurate key holding information is held.
- Create and maintain effective working relations with external contractors, external agencies and internal colleagues.
- Contribute to the development and review of Maintenance policies and procedures through participation at team meetings.
- Carry out pre inspections as required, to assess the nature of the repair and record on job line that repair work verified by pre inspection
- Monitor contractors' performance against stated targets and quality of work. Bring any instances of poor performance to the Maintenance Officer's attention
- Carry out post inspections in accordance with stated targets
- Report findings of pre and post inspections.
- Report to the Head of Asset Management any continued non-compliance or poor performance, workmanship or service of any contractors.
- Attend surveys, march-ins or other inspections associated with planned maintenance programme.
- Carry out checks to the Association's estates including grounds maintenance, bulk uplifts and rhone cleaning and report any findings.
- Monitor quality of painterwork and cleaning to closes and report any findings.
- Assist with the identification of repairs recoverable via Insurance and ensure Insurance procedures followed.
- Assist with ensuring data held on the housing management system is accurate by providing evidence of findings from visits and inspections.
- Implement the Association's recoverable repairs procedures for reactive repairs and voids.
- Review void repairs identified by the Senior Maintenance Officer and Maintenance Officer during the works period and update asset services on progress to ensure efficient completion of void repairs.
- Attend end of tenancy inspections with Housing Officers to deputise for the Senior Maintenance Officer and Maintenance Officer if required.

2.2 To assist with clear and effective communication with the Association's tenants, owners and local stakeholders

- Hand deliver communication to tenants and residents as required: newsletters, invitation to consultation events, letters advising of reactive and planned maintenance, compliance access letters.

- Assist with tenant requests to undertake alterations or improvements and administer applications in accordance with the Association's policy and procedures.
- Contribute to regular meetings with contractors to discuss performance, service and tenant satisfaction outcomes associated with their contract with the Association.
- Attend to any concerns or complaints raised by external contractors in relation to their work and activities for the Association.
- Ensure good communication with tenants, residents or other customers in relation to cyclical or planned major repairs.

### 2.3 To contribute to the management of Health and Safety within the Association

- Ensure compliance with Health & Safety and risk assessments associated with repair and improvement works.
- Ensure that all contractors used by the Association meet Health and Safety requirements
- Assist the Asset Management team to achieve full compliance with our legal obligations associated with the Management of Asbestos
- Assist the asset services team to achieve full compliance with fire safety regulations and guidelines for the Association's housing stock and premises.

### 2.4 Provide assistance with tenant participation and customer care

- Provide a courteous and professional service to tenants, owners and other customers across all functions
- Provide assistance with tenant participation / consultation exercises
- Co-attend tenants / owners meetings as required
- Liaise with other agencies when required to deliver customer care
- Consider and value customers' views / comments
- Ensure that complaints received are managed in accordance with the Association's Complaints Policy

## 3. OTHER DUTIES

### 3.1 Other duties in keeping with the role of the Estate Officer:

- All staff have a responsibility for ensuring that a positive, professional and friendly image of the association is portrayed at all times.

- Provide caretaking duties to the Association's office, Neighbourhood Centre and John Butterly House as directed.
- Contribute to reviews of asset management policies and procedures
- Positively contribute as to the achievement of organisational objectives and goals.
- Participate in promotional, marketing and community events relating to the Association's work.
- Attend meetings at evenings or weekends, as required in relation to your role and the Association's work
- Ensure a commitment to their own professional and personal development to meet the needs of the role and the Association
- Ensure a commitment to the Association's equal opportunity policy and codes of practice.
- Maintain driving licence accreditation and show evidence of this annually by submitting driving licence for inspection.
- Carry out any other tasks commensurate with your role as directed by the Senior Management Team (SMT), Director or Management Committee

<b>Education and Qualifications</b>	<b>E</b>	<b>D</b>
Professional, Technical or other Construction related qualification.	✓	
Driving Licence	✓	
HNC or HND Qualification		✓
Clean Driving Licence		✓
<b>Experience</b>		
Track record of Property Management in a housing organisation	✓	
Experience of using a maintenance database and raising job orders		✓
Liaison with contractors in reactive, cyclic and planned maintenance repair work	✓	
Experience in the housing association sector		✓
Working with Voluntary Management Committee and Tenant and Residents Groups.		✓
Experienced in working with Microsoft applications i.e. Word, Excel		✓
Experience of working with a direct labour operation		✓
<b>Skills, Abilities &amp; Personal Attributes</b>		
Excellent presentation and communication skills	✓	
Good interpersonal and team working skills	✓	
Good letter and report writing skills.	✓	
Highly motivated to excel in role and meet deadlines.	✓	
Proficient in I.T	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals	✓	
Customer focused	✓	

Flexible in approach to work	✓	
Ability to negotiate and influence others.		✓
Mediation and negotiating skills		✓
<b>Knowledge</b>		
Health and safety legislation	✓	
Excellent knowledge of current Building, Electrical and Gas regulations	✓	
Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements;		✓
Awareness of "wider role" initiatives		✓
Awareness of tenant participation issues		✓
<b>Other Requirements</b>		
Awareness of equality issues and commitment to meet the Association's Policy and codes of practice	✓	
Commitment to continuous improvement	✓	
Pleasant personality and a confident manner	✓	
Basic disclosure	✓	