Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Estate Officer (Non – Residential) [25C0378/001]</th>
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<tbody>
<tr>
<td>Department</td>
<td>Community and Children’s Services</td>
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<tr>
<td>Grade</td>
<td>C</td>
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<tr>
<td>Location</td>
<td>York Way Estate</td>
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<tr>
<td>Responsible to</td>
<td>Estate Manager</td>
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<tr>
<td>Responsible for</td>
<td>Cleaner/porter/gardeners</td>
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**Purpose of Post**

To provide a front-line housing service to residents of the York Way Estate in LB Islington, consisting of 275 properties, supervising cleaning and gardening staff and ensuring that service levels for estate management are maintained to a high standard and tenancy agreements are upheld. To liaise with and monitor the performance of external contractors, particularly regarding repairs, maintenance and improvements to homes and common areas and to assess and manage risk and health and safety on the estate. The successful candidate for this role will also be expected to be on-call for emergencies on a rota basis during some weeks and weekends.

**Main Duties & Responsibilities**

1. Supervise and manage porters, cleaners and other manual staff on the estate ensuring that work is carried out to a high standard and that all procedures are followed correctly. Display cleaning schedules throughout the estate and ensure service is delivered to meet the schedules.

2. Carry out regular patrols of all areas on estate during normal working hours, recording and dealing with damage, defects, vandalism, lighting problems, anti-social behaviour and other issues as appropriate. Monitor car parking (including commercial parking if applicable) to ensure that legitimate users only occupy the available parking facilities, dealing with unauthorised parking appropriately and maintaining records.

3. Investigate and report during normal working hours on any complaints or other matters reported by residents. Liaise with colleagues, other Corporation Departments and external organisations as necessary.

4. Ensure that the highest standards of health and safety are maintained on the estate at all times and in all working practices, making sure that all procedures are followed correctly, that contractors are familiar with CoLC practices and that any accidents are reported and recorded.
promptly and accurately. Carry out risk assessments for the estate, identifying risks, maintaining up to date records and implementing actions to mitigate risks.

5. Investigate and deal with breaches of tenancy agreements, nuisance behaviour and low level neighbour disputes. Using the Orchard system, carry out parking and/or shed arrears recovery, working closely with the Income Recovery Officer, following agreed procedures and referring cases which exceed an agreed level of arrears to the Estate Manager.

6. Ensure cover is maintained for out-of-hours emergencies as agreed, participating in a rota scheme to provide cover on other estates. In the event of an emergency, in or out of working hours, inform the appropriate agencies and arrange for emergency repairs/security measures as necessary.

7. In liaison with the Estate Manager and the Property Services Officer, identify repairs required to common parts on the estate, issue orders for these using the CBIS system and liaise with contractors over the undertaking of the repair. Receive reports concerning the adequacy of repairs undertaken and take appropriate action.

8. Liaise and co-operate with all contractors and consultants carrying out repairs, maintenance or inspections on the estate, facilitate access and provide estate based information. Provide residents with information about the operation of installations within dwellings following major works.

9. Maintain and produce statistical returns relating to the estate as required.

10. Support all forms of resident involvement by organising and attending meetings and estate events as necessary, assisting in carrying out resident surveys and by promoting all forms of resident involvement.

11. In liaison with the Customer Services Officer, receive reports of faults and required repairs from tenants, carry out initial inspection and diagnosis where necessary, and liaise with the Property Services Officer as appropriate. Report repairs to the responsive repairs contractor, maintaining proper records, following up and chasing as necessary and checking that work has been carried out within appropriate timescales and to a high standard, by monitoring customer satisfaction.

12. Identify the need for and order, within budget provision, work from external agencies in respect of specialist cleaning, pest control and bulk refuse collection and cleaning materials and other stock required by the estate on a day to day basis.

13. Carry out the following duties including the sending of letters and associated record keeping in accordance with agreed procedures:
   - Grant permission for minor improvements of a non structural nature.
   - Grant permission of a structural nature in liaison with the Property Services Team and ensuring that proper paperwork is in place.
   - Carry out decorations inspections and authorise payment of allowance;
   - Refer Occupational Therapist recommendations on special needs adaptations to Property Services
   - Carry out procedures associated with void properties, including arranging for pre-void inspections and accompany viewings by prospective tenants.
   - Serve and record Notices of Seeking Possession for non-compliant Gas Safety checks

14. Collect and bank all monies received by the estate office for facility hire and other charges in accordance with audit requirements.
15. Actively seek to implement all City of London policies in relation to the duties of the post, in particular the Occupational Health and Safety Policy and the Equal Opportunity Policy.

16. Undertake any other duties that may reasonably be requested appropriate to the grade and on any City of London estate, as required by the Assistant Director of Housing and Neighbourhoods or her representatives.
Person Specification

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<tr>
<td>Department</td>
<td>Community &amp; Children’s Services – Housing &amp; Neighbourhoods Division</td>
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<tr>
<td>Grade &amp; Level</td>
<td>C Level: 2</td>
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<td>Trent Position Number</td>
<td>{25C0378/001}</td>
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Please find below the key skills, experience and core behaviours required to undertake this post.

**Technical Skills / Professional Qualifications / Relevant Education & Training**

- GCSE Maths and English
- Excellent customer service skills
- Very good IT and administration skills

**Experience Required, including Budget Holding Experience (if appropriate)**

- Supervisory experience desirable
- The ability to handle and resolve difficult situations
- Accuracy and attention to detail
- Estate Officer experience preferred, but would consider candidates who have worked in similar roles in other professions.

**Other Relevant Information eg. working hours or desirables (only if applicable)**

Monday to Friday 8am-4pm with one hour unpaid lunch. 35 Hours/week. Post holder will be expected to undertake out of hours call out duties (extra pay) about every six weeks. This mainly consists of taking emergency calls out of hours and on rare occasions having to visit one of the estates on the rota if there is an urgent issue where access is required.
Core Behaviours

Thinking

**Planning and Organising…** Managing time, competing priorities and resources in a structured way.

**Level 2**
- Plans ahead to ensure agreed deadlines are met
- Changes priorities and switches between tasks without losing sight of deadlines
- Monitors plans and progress, taking corrective action where needed
- Pro-actively keeps relevant stakeholders informed of plans and updates them when things change

**Analysis and Problem Solving…** Analysing information logically, drawing on one’s knowledge and experience base and calling on other references and resources as necessary to generate appropriate and/or creative solutions.

**Level 2**
- Identifies the component parts (facts, characteristics, qualities, concepts, environment etc) that need or potentially need to be considered in resolving a problem
- Goes beyond the more obvious considerations to include those that may not at first appear directly relevant to the issue or problem
- Applies common sense along with more formal analytical techniques to keep issues in perspective
- Learns from errors, putting in place systems and processes to ensure problems don’t reoccur

Building Relationships

**Communication and Influence…** Presenting information and arguments verbally or in writing to improve understanding, influence outcomes and foster engagement and support.

**Level 2**
- Takes account of the audience and/or readership, the urgency and the content of the message
- Gets key points of written communication across without ambiguity
- Contributes effectively and concisely at team meetings
- Gives appropriate and balanced feedback (and is accountable for/stands by comments made)
**Team Working...** Using appropriate interpersonal skills and working cooperatively to contribute to the development and management of positive and cohesive teams and partnerships within CoL and beyond.

**Level 2**
- Asks for feedback about own behaviour and style, adapting approach accordingly
- Takes an interest in the ‘person’ as well as their work
- Willingly shares ideas, resources and information with others
- Offers assistance to colleagues under significant pressure or stress

**Self-Managing**

**Accountability...** Being responsible for one’s own actions, seeing things through, doing what we say we will.

**Level 2**
- Manages time and workload effectively
- Takes responsibility for delivering own work without unnecessary supervision
- Takes quick action to address problems either individually or through involving others
- Accepts constructive feedback and adapts actions/behaviour accordingly

**Achieving**

**Customer Focus...** Understanding and responding to customer needs (either internal or external customers), demonstrating a passion for high quality customer service and placing the customer at the very heart of what we do at CoL.

**Level 2**
- Is passionate about delivering the highest possible service to internal and/or external customers, willingly ‘going the extra mile’
- Spend time with and/or ‘puts oneself in the shoes of’ customers in order to think through appropriate processes, paperwork and face to face interaction
- Is committed to continuous improvement of services, sharing ideas with manager and colleagues
- Readily readjusts priorities to respond to pressing and changing customer demands
Drive and Perseverance... Maintaining a high degree of motivation and commitment to producing work of the highest possible standard at CoL, finishing what we start even in the face of challenging obstacles.

Level 2

- Sets stretching personal goals and achieves them
- Is tenacious, perseveres in difficult circumstance
- Demonstrates a disciplined approach to completing what has been started
- Seeks out additional work when capacity allows, including work beyond own immediate responsibilities

Recruitment – Note to Applicants

These key skills and core behaviours will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address each of these on the application form on the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.
Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual’s contract of employment.

Salary

The salary for this job is £27,040 - £30,480 per annum inclusive of London Weighting. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The job is offered on a permanent basis.

Hours of Work

Normal office hours are 8.00am to 4.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation’s Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.
If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

**Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

**Probationary Period**

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week’s notice will be required on either side, except for summary termination for gross misconduct.

**Notice Period**

One month by either party after satisfactory completion of probationary period.

**Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

**Employee Volunteering Programme**

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.