

Estate Maintenance Officer

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Job Description

Job Title Estate Maintenance Officer

Location Civic Offices

Grade/Salary Range [RG5b \(scp 22-25\)](#)

Service/Directorate Tenant Services
Directorate of Economic Growth & Neighbourhood Services (DEGNS)

Job Purpose

1. The post holder is a link between the Council and its tenants, acting on behalf of the Council to ensure the delivery of services at a local level, but also working with tenants and other housing staff to identify and drive initiatives that will improve the quality of their environment.
2. To inspect communal areas in and around blocks of flats and undertake safety checks as necessary.
3. To make a real difference to the quality of residents lives by ensuring the appearance of block areas are well maintained and safe.
4. To use a range of methods and interventions to achieve these outcomes working in close co-operation with a range of stakeholders, e.g. individuals and groups of tenants, tenants' organisations, Elected Members etc. The post holder is also expected to work closely and develop positive working relationships with representatives of other Council services, Housing Services teams and external organisations.
5. The post holder will also be responsible for contributing to (and the delivery of) successful completion of targets linked to performance indicators (PI's) as well as the monitoring and enforcement of Service Level Agreements (SLA's) as they relate to the role of the estate maintenance officer, covering a range of services provided by and for the Council on behalf of its tenants living in and around its housing estates.

Designation of Post and Position within Departmental Structure

1. tbc

Main Duties and Responsibilities

Tenancy Management related to blocks of flats

1. Supporting Housing Officers to ensure that the Council's 'landlord' responsibilities within the Tenancy Agreement are met and enforced, working with other parts of the Housing Service and other Council services (e.g. Legal Department) where necessary.
2. To undertake a range of health and safety and other checks in blocks including emergency lighting, fire alarm and fire safety inspections.

3. Reporting incidents of vandalism and criminal damage to Thames Valley Police.
4. Ensure standards related to service level agreements are adhered to and actioned when this is not the case.
5. Work jointly with other Council and external agencies (e.g., ASB Team Police, Probation team etc) on casework and visits in support of multi-agency interventions in a specific block or the local area.
6. To keep up to date with changes in law, legislation and procedure which impact on the role of the estate maintenance officer, including changes relating to tenant/landlord, Health and Safety, General Data Protection etc
7. Maintain 'records' and manual/electronic files which are accurate, and which comply with the requirements of GDPR.
8. Assess, make decisions on and process repair work needed to buildings, lighting, general estate areas etc on Housing land and ensure that works are completed within appropriate timescales and to the required standard.
9. Identifying Tenant Improvement Fund, Decent Neighbourhood Fund priorities for action. This would include working with the Housing Officer in preparing a project bid, consultation, and seeking approval for the bid.
10. Monitoring of progress on internal and external decorating programmes and other planned and one-off projects on Housing estates.
11. Supporting the Housing Officers in Investigating and responding to enquiries and complaints from tenants, MPs and elected members as instructed.
12. Advise and make recommendations to senior officers on contentious issues.
13. Provide guidance and support to tenants on the Council services that they can access.
14. To ensure that any areas of responsibility that are subject to a risk assessment are reviewed and audited regularly and that all accidents/incidents are reported. Ensure that these reports are reviewed and that a full investigation is carried out and appropriate remedial action taken where necessary.
15. Assess the risks associated with lone working and other health and safety hazards associated with the technical nature of the job including the ability to communicate and report un-assessed risks to others.

Tenant and Community Participation / Engagement (including estate and neighbourhood environmental issues)

16. Actively support tenant engagement and participation to encourage tenants to take responsibility and ownership for the improvement of their local environment with the emphasis on achieving tenant commitment to develop and deliver improvements (focusing on the 'quality of life' issues - graffiti, vandalism, refuse, recycling, estate maintenance and general environment).
17. To develop information sharing initiatives with tenants (e.g. notice boards, newsletters, mail shots, leaflets etc.) so that they are kept up to date on issues related to Housing estates.

18. Attend as necessary block inspections/estate inspections with tenant representatives, Councillors and other Council/external agencies as necessary.
19. Provide realistic and positive advice to tenants about the services and support that the Council can offer and what cannot be provided.
20. To assist with community surveys and work with others to maximise tenant involvement.

General

21. Provide help and advice to colleagues.
22. Prepare reports on caseload for meetings with Team Managers.
23. Contribute to the development of the team.
24. Participate in working groups to improve and develop the service.
25. Attend training and development events, as and when needed, as well as take responsibility for own personal development.
26. Ensure individual targets are met and contribute towards the meeting of team targets.
27. Contribute to the development of project work specific to a patch area or more broadly across the team area.
28. To ensure cover arrangements are in place when on annual leave attending training courses or other planned leave.

Scope of Job (Budgetary/Resource Control/Impact)

1. The Block Maintenance Officer is required to meet several performance indicators and targets and are subject to regular review.

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post	No Check Required
What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)	N/A
Is this post “politically restricted”?	NO
Responsibility for Health & Safety:	LEVEL 2
Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are	Minimal

recognised and that actions are taken and monitored to mitigate risks identified

Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above N/A

Person Specification

Qualifications/Education/Training

1. GCSE or equivalent in English
2. Must hold a valid driving licence.

Experience

1. One year's experience of frontline work with members of the public, preferably within a public housing sector environment.
2. Experience of working in partnership with other agencies.
3. Experience of pro-active community engagement work.
4. Experience of interpreting complex regulations or legislation and communicating that information to others in an understandable way.

Skills, Abilities & Competencies

1. Good level verbal and written communication skills including report writing.
2. Able to communicate at different levels with client groups demonstrating empathy and understanding in relation to customer needs often in stressful situations.
3. Able to identify and communicate quickly the relevant issues and problems within complex situations and make recommendations and decisions.
4. Able to prepare reports and case notes for managers, working group and other meetings.
5. Able to work in partnership with internal and external partners and agencies to deliver an effective service to tenants.
6. Able to work using own initiative in the completion of identified personal work plan and team work plans.
7. High level organisational and time management skills.
8. Able to prioritise short, medium and longer term work tasks.
9. Able to identify and initiate improvements in service delivery.
10. Able to meet individual performance targets and contribute towards the meeting of team targets.
11. Ability to identify, interpret and apply legislation, case law, policy and good practice to work decisions and actions.
12. Ability to investigate and record information in a methodical manner within a defined procedure and to make complex decisions with limited guidance.

13. Support others to prepare cases for court hearings and give evidence as a witness in court hearings.
14. Able to work effectively as a member of a team.
15. Able to adapt positively to change and demonstrate a flexible approach.
16. Ability to research and write leaflets and information sheets to enhance greater communication and understanding of service delivery.
17. Ability to undertake and self-manage project work specific to a block or patch area or more broadly across the team area.
18. Must be able to work unsupervised.
19. Must be able to train and provide advice and guidance to others in the team.
20. IT skills (Word, Outlook, databases).

Specific Working Requirements

1. Willingness to undertake relevant training and development.
2. Able to attend meetings outside of normal working hours and provide cover for colleagues during times of service need.
3. Able to undertake site visits and access all parts of building.
4. To adhere to the council's lone worker policy and procedures.
5. Have an understanding and appreciation of Reading's diverse population.
6. Must have daily use of own vehicle.