

JOB DESCRIPTION

Job Title:	Estate Services Operative
Reports To:	Local Delivery Manager / Local Delivery Team Leader
Grade:	BHA B
Directorate:	Local Delivery
Job purpose:	<p>To provide a direct grounds maintenance service provision to the Associations properties and estates. To ensure that they continue to be maintained and improved and meet current standards.</p> <p>To form an integral part of the Local Delivery Directorate in achieving its objectives.</p>
<p>Required Behaviours</p> <p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values.</p> <p>These sub-headings and example statements reflect these expectations, but you must refer to the Behaviour Framework available on Broadland Online for more detail.</p>	<p>Openness - You will admit to mistakes and learn from them.</p> <p>Responsible - You will actively use your skills and knowledge to ensure high quality outcomes.</p> <p>Collaborative - You will support Broadland's one team approach and challenge silo working when you are aware of it.</p> <p>Fair - You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.</p> <p>Innovative – You will embrace changes in ways of working when adopted by Broadland and support colleagues who find change difficult.</p> <p>Reliable - You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.</p> <p>Trustworthy - You will demonstrate professionalism in all that you do and stick to our approved policies and procedures</p> <p>Environmentally Aware - You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.</p>

Overview:

1. Knowledge

- Good knowledge of all aspects of ground maintenance, including awareness of seasonal estate/gardening activities.
- Understanding of proper use and maintenance of garden machinery, including leaf blower, chainsaws, ride on mowers, etc.

2. Mental Skills

- Ability do and complete specific tasks, some complex however these will be given with instruction from line manager.
- Ability to plan and organise own time and to know how their work relates to the team's overall output.
- Ability to look at planned work and any improvements recognised to be share with line manager and appropriately actioned.

3. Communication & Interpersonal Skills

- Ability to communicate effectively and to maintain a favourable working relationship with other team members, managers, other members of the organisation, tenants and contractors and suppliers. This will be achieved in courteous manner.

4. Initiative and Independence

- Work of a routine nature involving the solving of straightforward, common problems with the ability to look at problems which need to be resolved and this can usually be done through experiences of exposure to the situation, past experiences and learnt knowledge.
- To contribute to the review and improvement of own/directorate practices and objectives.
- Works under some supervision but does not rely on direct supervision and guidance except on particular problems.

5. Responsibilities factor (Accountability)

- Responsible for self only within a team.
- Work of a routine nature involving the solving of straightforward, common problems.
- To plan and organise day to day activities as required in the role and based on seasonal affectivity.
- To contribute to the review and improvement of own/directorate practices and objectives.
- Supervisory responsibility for contractors.

Main activities of the role:

- Responsible as either a lone worker or as part of a team to ensure the communal areas of the Associations sites are maintained to a high standard
- All communal areas directly responsible for, including but not limited to, pathways, roadways, stairwells and waste areas to be kept free of litter, leaves, debris and weeds by use of supplied machinery and chemical application methods.
- Communal Hedging and Grassed areas to be maintained to appropriate lengths as dictated by the seasons and growing conditions.
- Communal planting to be maintained and replenished as required.
- To report immediately any issues or concerns regarding Health and Safety issues through the appropriate reporting methods.
- To help identify areas on site for improvement.
- To monitor stock levels of consumable materials (petrol, Chemical etc.) and replenish as needed.
- When instructed by the Local Delivery Manager / Local Delivery Team Leader ensure communal car parks and walkways are clear of ice and snow as required.
- To refer complex technical queries to Estates Services Manager / Estate Services Coordinator.
- To record time spent on site either by timesheet or available technology
- Comply with the policies and practices of the Association, to deliver and act in accordance with the Association's Dignity & Diversity Policy and to be responsible for undertaking working practices in a safe manner in accordance with the Association's Health and Safety Policy.
- To undertake any other duties as required by the Association from time to time, if these duties are of a greater level of responsibility or skill than those required in the post, then full training and appropriate supervision will be provided.

Special Features:

- Flexibility in out of hours working, as business needs dictate
- The post holder must keep up to date with current sector developments
- Driving Licence as travel throughout Norfolk required.
- All corporate or job specific training required by the Association as part of your job, is considered mandatory.
- All roles require that you act in accordance with the missions, values and behaviours of the Corporate strategy.
- Duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association in order for it to fulfil its legal obligations.
- Promotion of Equality, Diversity and Inclusion.
- Any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.

Broadland Housing Association



PERSON SPECIFICATION

Job Title: Estates Services Operative

Essential Criteria

Qualifications

- Driving Licence
- Basic Literacy and Numeracy

Experience

- The ability to work effectively as part of a diverse team and when needed confident in working alone.
- Excellent time management skills with the ability to plan and organise day to day activities whilst considering seasonal and climatic conditions.
- A high level of personal pride and dedication to providing a high-quality Estates Services
- The ability to communicate clearly and effectively both verbally and written
- Ability to understand and follow instructions for use of machinery and Health and Safety procedure.
- 1-2 Years' experience working in commercial delivery of Estate Services or equivalent.
- Knowledge and experience of the use and operating procedures of a variety of garden machinery, including, but not exclusive to, Strimmer's, Hedge Cutters, ride-on and pedestrian mowers.

Desirable Criteria

Qualifications

- NVQ Landscape Maintenance
- Chainsaw Maintenance and Cross Cutting (CS30)
- Felling Small Trees (CS31)
- Safe Use of Pesticides (PA1 & PA6)
- IOSHH
- Landscaping

Experience

- Experience in working within the Housing sector
- Experience in management of wildflower and Bio-diverse areas
- The ability to perform basic repairs to machinery as well as confidence in performing routine maintenance tasks e.g. Blade sharpening, Air filter clean etc.