**Post:** Estate Facilities Team Leader

**Directorate:** Property

**Team:** Estate Facilities Team

**Responsible to:** Director of Property

**Responsible for:** Up to 10Estate caretakers & Cleaners

**Purpose of Job**

The post holder will contribute to the smooth functioning of the estate, including line management of the Estate Facilities team, carrying out operational cleaning duties and the allocation of works as directed by the Director of Property, according to the priorities and policies of The Industrial Dwellings Society 1885 Ltd. (IDS).

The post holder will be responsible for presentation of the estate regarding its cleanliness, safety and security, ensuring consistent quality in service to residents in a courteous and efficient manner. As well as working as part of the Estate Facilities team for the entire estate, you will also keep the service under constant review, evaluating, designing and implementing new systems and leading the team through periods of change.

**Main Duties and Responsibilities**

**Leadership**

* Undertake regular service reviews and liaise with customers and other key stakeholders to ensure the service remains sustainable and able to deliver its objectives.
* Design and implement new systems and procure and manage associated supply chains.
* Keep up to speed with and utilise information systems and technology to support and improve service delivery
* Keep abreast of all associated statutory and regulatory requirements, update associated policies and procedures and ensure the team are properly briefed, trained and equipped.
* Lead on the development and use of IT to improve service delivery for estate Facilities

**Line-management**

* Provide day-to-day leadership, line management and support for the Estate Facilities team, ensuring that they operate flexibly and effectively, and are oriented towards meeting the needs of residents and other customers.
* Manage the work of the Estate Facilities team to maintain all areas of the estate in respect of caretaking, bulk refuse removal and minor relevant minor repairs and maintenance work to communal areas.
* To be responsible for completing and reviewing the work records of the Estate Facilities team, i.e. timesheets, sickness forms, performance monitoring forms, etc. Leading on individual supervision and group team meetings, thereby ensuring that work is carried out to the required standard and that all conduct and performance issues are dealt with and resolved, in accordance with relevant policies and procedures.
* Fully utilise current and future IT systems for effective management of staff in line with relevant policies and procedures.

**Operational**

* Clean all common parts of an allocated estate or patch area, in accordance with agreed schedules, frequencies, methods and/or as required, which includes but is not limited to:
	+ the sweeping and/or washing of all communal staircases, foyers, balconies, passages, courtyards, car parks, hard standing areas, chute chamber rooms and refuse storage rooms.
	+ the cleaning and/or washing of lift car floors and walls, lamp shades and diffusers, estate signs, estate furniture and other such communal fixtures and fittings as relevant.
	+ remove any extraneous matter not exclusively including litter and any other detritus, including sharps and other drug related materials, dog waste, etc. from all parts of the estate, in accordance with agreed schedules, frequencies methods and/or as required, ensuring compliance with Health & Safety guidelines.
	+ Carry out deep cleaning duties as required.
* In accordance with agreed schedules, frequencies methods and/or as required:
* remove and cleanly dispose of any overspill in refuse container storage rooms
* the rotation of refuse containers to avoid such overspills.
* check refuse chutes and if possible, clear blockages.
* empty and clean estate litter bins and other waste receptacles.
* remove weeds and other plant material, as required, from hard standing areas.
* Assist with the collection of bulk refuse deposited across the estate to a designated safe location and assisting bulk refuse operatives on collection.
* Monitoring and report via suitable systems that appropriate procedures are implemented in accordance with the Health & Safety at Work Act 1974.
* Provide assistance to the management of other activities across the Estate as directed and/or required, including but not limited to, repairs, resident engagement etc.
* Work with other teams, key partners and stakeholders to address instances of antisocial behaviour, trespass or criminal activity to develop, agree and implement appropriate preventative action.
* Implement appropriate IT based solutions to better facilitate service delivery.

**Monitoring and Inspection**

* Monitor high quality, achievable standards, as set by the Director, in respect of all estate facilities functions and customer care.
* Assist in monitoring repairs ordered, through to resolution and the performance of partners, (including services affecting the area, for example, refuse collection), taking action where required.
* Responsible for updating the maintenance and reporting schedules in respect of all machinery, vehicles and items of equipment used by the team.
* Implement and carry out regular safety related inspections as required by the Director of Property including statutory and other inspections such as ROSPA inspections of play area equipment, fire safety walkabouts etc. for which training will be provided as necessary.
* Fully utilise IT systems and opportunities to ensure and improve real-time reporting and data accuracy and transparency.

**Organisational**

* Liaise with IDS colleagues across the organisation on all matters relating to the day-to-day running of estate facilities, in particular Estate and Scheme Managers.
* Support the Property team in undertaking regular inspections, surveys and repairs.
* Organise and lead on H&S related walk-a-bouts and access and management arrangements for security of the estate, including parking control, entrance doors, risers and stores, plant rooms and all other restricted areas.
* Manage systems for issuing, monitoring and management of keys and/or codes to all communal and restricted areas of the estate.
* Work closely with the Property team to establish suitable and effective cyclical decorations programmes including identifying and specifying suitable materials and finishes.
* Identify and report any damage or other repairs as necessary and continue to monitor and report where such repairs are not promptly carried out.
* Support the digital transformation and other IT related projects to continuously improve services and increase value for money.

**Support to Director**

* In progressing more complex service or staff related issues.
* In ensuring that all Estate Facilities related works are delivered in accordance with statutory requirements, financial regulations, agreed policies and procedures and performance targets.
* Attend meetings and forums as appropriate, liaising with residents and resident representatives when required.
* Organise and service team meetings.
* Collate data and report on performance through presentation of key performance indicators (KPIs) in accordance with the performance management framework and through use of appropriate IT systems.

**General**

* Perform other duties as may be reasonably required by your line manager.
* Conduct yourself in line with IDS’s policies, procedures, rules and standards.

**Hours of duty and Weekend Cover**

* Work within and to an appropriate Rota basis as part of the team and in accordance with the terms and conditions of contract.

**Person Specification**

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| --- | --- |
| **Post:** Estate Facilities Team Leader | **Grade:**  |
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| **Team:** Estate Facilities | **Directorate:** Property |

It is essential that your written supporting statement provides evidence, or specific examples, of your skills/knowledge/experience in each of the short-listing criteria. If shortlisted, you should expect all of the criteria to be assessed.

All criteria are essential unless stated otherwise.

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| **Requirements** | **Criteria** | **Short-listing Criteria?** |
| 1.  | Education/Qualifications/Training | 1. Current clean driving licence (desirable)
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| 2. | Skills | 1. Good standard of numeracy and literacy
2. Able to write reports for the consideration of management
3. Proficient in the use of diverse information and communication technologies; including Microsoft Word, Excel and Outlook.
4. Able to implement and maintain safe and appropriate systems of working
5. Ability to present information to a wide audience i.e. Board Members, resident groups, senior managers and colleagues
6. Able monitor and achieve a wide range of performance targets
7. Ability to maintain accurate records
8. Able to work effectively with peers, partners and others
9. Able to meet deadlines in a fast paced, high pressure environment.
 | b, d, e, f, g, h, i |
| 3. | Experience | 1. Experience of line managing staff
2. Experience of managing conduct and performance issues through to resolution.
3. Experience of working within a cleaning and/or caretaking environment delivering a high quality operational cleaning service
4. Experience of organising and facilitating meetings.
5. Experience of leading and managing change
6. Worked in a role with a similar level of responsibility
 | b, c, d |
| 4. | Knowledge | 1. Knowledge of estate-based health & safety requirements and associated legislation.
 | a |
| 5. | Key Competencies | 1. Putting others first
2. Achieving Results
3. Open to change
4. Informed and informing
5. Personal Progress
6. Partnership Working
7. Problem Solving
 | b, c, g |