**Role profile – Estate Operative**

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| **Role Summary** |
| The role is as a member of the frontline service delivery team. It will hold responsibility for:* Providing a high quality cleaning service;
* Working as part of a flexible, integrated service delivery team to deliver high quality services;
* Working with colleagues to achieve performance, quality and contentment targets;
* Demonstrating the values and desired behaviours of IDS;
* Helping ensure tenant, visitor and personal safety is at the heart of what we do.
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| **Principal Accountabilities**  |
| * To ensure that communal areas are clean, clear and safe, and maintained to a high standard;
* To assist in the cleaning of all common parts on IDS estates in accordance with agreed schedules, guidelines and instruction which, not exclusively, will include:
	+ 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/areas;
	+ 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 may be prescribed;
	+ the removal and clean disposal of any overspill in refuse container storage rooms/areas;
	+ the removal of bulk refuse from the estates;
	+ the rotation of refuse containers to avoid such overspills;
	+ the emptying and cleaning of estate litter bins and other waste receptacles;
	+ the removal of weeds and other plant material, as required, from hard standing areas;
	+ the removal of all graffiti from the estates;
	+ assisting with snow and leaf clearing where required, applying salt on hard surfaces or adopting other appropriate methods as directed;
	+ To maintain all grassed areas on the estates;
	+ Taking appropriate care of equipment necessary for the completion of the above duties.
* To operate mechanical cleaning equipment (including sweeping, jetting and window cleaning) and to drive or move the equipment between sites;
* To work flexibly between sites (standard working hours 8.00am to 4.00pm) and to help deliver an agreed level of cover over weekends and Public Holidays(incl. religious festivals);To inspect for and report defects or health and safety concerns to ensure the safety of tenants, visitors and colleagues;
* To inspect for and report defects or health and safety concerns to ensure the safety of tenants, visitors and colleagues;
* To liaise with tenants, contractors and other agencies as instructed.
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| **Values & Core Competencies**  |
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**Values** * One Team
* Trust
* Agile

**Core Competencies** * Manages Performance to Deliver Results
* Communicates Effectively
* Delivers Service Improvements and is Customer focused
* Values Others
* Develops Self and Others
* Works Effectively as part of a Team
* Role Specific Competencies – which will be agreed with your manager

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| **Person Specification**  |
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* Working within a similar role and delivering excellent customer services;
* Working with mechanical cleaning equipment;
* Good working knowledge of Health and Safety processes and COSHH;
* Working within a collaborative team environment to deliver sustainment solutions;
* Working within a mobile, digitally enabled environment;
* Confident in communicating with tenants.

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| **Required Postholders Outcomes**  |
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To achieve: * To deliver a high quality cleaning service to the agreed schedule and standards;
* To report communal defects and health and safety concerns as discovered;
* To help achieve agreed performance, quality and contentment targets for Estate Services;
* To demonstrate the core values of IDS at all times.
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