**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. |
| **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** | |  |   **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  |  | | --- | | **Person Specification** | |  |  * 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.  |  | | --- | | **Required Postholders Outcomes** | |  |   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. |