**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. |

**Person Specification**

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| Post: Estate Services Operative | Salary: £….. per annum |
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| Team: Estate Services | 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 | N/A |  |
| 2. | Skills | 1. Ability to follow written and verbal instruction, meeting deadlines as required. 2. Ability to work flexibly as an individual and as part of a team. 3. Ability to work during and out of regular office hours. 4. Ability to move bins and heavy equipment, with the use of adaptations if necessary. 5. Ability to work weekends and bank holidays on a rota basis. 6. Able to understand, and operate in, a resident led environment. | a,b,c,f |
| 3. | Experience | 1. Experience of cleaning public buildings / areas and/or of grounds maintenance. 2. Experience of using a wide range of tools and equipment 3. Experience of using approved chemical cleaning agents on various surfaces. | a, b, c |
| 4. | Knowledge | 1. Basic knowledge of health and safety at work practices | 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 |