**To Estates Team leader JD**

**JIN 3103**

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| **Job Title:**  | Estates Team Leader |
| **Reports to:**  | Housing Estates Manager |
| **Department:** | Housing |
| **Section:**  | Estates Service |

**Purpose of the Job**

To have line management responsibility for Housing Estates Assistants and Housing Estate Response Technicians (HERTs) and to organise, lead, motivate, and co-ordinate the team to ensure the housing estates are safe and secure for residents.

Support the Housing Estates Managers by contributing to improving and developing the service, keeping up to date with change in relevant legislation, best practice and new technology

To undertake a role in keeping residents and local councillors informed. This assists with the communication flow in regards to tenant issues and any difficulties on the estates. To undertake Estates Service functions in relation to day-to-day cleaning and repairs matters in the context a highly scrutinised environment.

**Principal Accountabilities**

Responsible for the line management of staff in the frontline estates service. Carry out supervision meetings, Personal Development Planning and return to work sickness meetings and ensure that all appropriate work sheets, inspection sheets and meeting notes are completed.

Plan, lead and manage the work of staff on a daily basis, including agency staff, holding tool box talks (an informal safety meeting that focuses on safety topics related to a specific job such as hazards and safe working practices) ensuring performance targets and service standards are met. To provide the team with advanced and experienced advise, guidance and instruction on good practice with cleaning, electric equipment and tools.

Complete relevant paperwork accurately within strict deadlines such as work sheets, inspection sheets, meeting notes, file notes and reports as necessary

To serve section 41 notices which allow BHCC to remove items left in common ways that are a trip/fire hazard. To ensure that blocks remain clear of all hazards that will restrict an emergency evacuation in accordance with the legislation of the Housing Act 2004 and Council Policy.

To identify and implement safe working practices in accordance with health and safety legislation, including creating risk assessments, Control of Hazardous Substance to Health risk assessments (COSHH), safe systems of work and method statements.

Assist in the recruitment, inducting and training of new staff ensuring that skill levels are assessed, training needs identified and met appropriately. To hold regular team meetings, cascade information and ensure the wellbeing of staff.

Carry out weekly quality inspections of work completed ensuring that work meets agreed standards and use information from these inspections to identify staff training needs and performance issues.

Undertake van inspections, check logbooks, report faults and organise repairs. Ensure systems are in place for ordering and controlling stock so that there are sufficient supplies and that quality of stock and value for money are a driver for the service**.3%**

To be a professional face of the council, responding to enquiries from residents, other council services and elected members, attending meetings with residents and other organisations across the city, to provide information on the service and resolve service problems. To respond appropriately and sensitively to a wide range of written and verbal enquiries and complaints taking appropriate action to resolve as necessary.

Ensure that equipment, materials and services required by the team are in place and safe and that any shortfalls are identified and resolved, ensure that all electrical equipment has a current PAT certificate, carry out vehicle checks and ensure that drivers logs are completed.

To keep up to date with the latest environmentally friendly and sustainable products, techniques and equipment and develop the service with this ethos in mind.

To represent Estates Service, working collaboratively with internal services and external partners on joint initiatives, such as the rough sleeper initiative, rubbish collections and siting of rubbish and recycle bins, working with Housing Officers with regard to vulnerable tenants.

To be responsible for supporting the estates staff with tresspassers in and around the common ways and liaise with council officers and the emergency services in this matter.

To assist in the co-ordination of new projects to improve efficiency and effectiveness of the service, within a controlled budget. e.g. organising the meter readings in over 750 council buildings and co-ordinating the bulk removal project with City Clean.

To undertake tenant welfare checks. Assist vulnerable residents with rubbish collection and metre reading.

When properties become vacant whether due to change of tenancy, eviction, or death change locks and carry out security checks on all external doors and windows, and make inventories if required, where applicable enable tenants to recover their possessions and in the case of a deceased liaise with the police and coroner’s office

Manage the furniture recycling store which gets its stock from various types of donation which all have to be inspected, catalogued and stored before distribution by request to those in most need.

To ensure that safe premises, equipment and working environments are maintained including carrying out quarterly Fire risk assessments and Workplace inspections. To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

To carry out the distribution of laundry tokens and collection of cash used to purchase them with the amount varying between £500 and £2000 at any one time.

Maintain a broad awareness of the condition of buildings and instigating repairs

**General Accountabilities**

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

To ensure that all works are carried out in accordance with health and safety legislation, codes of practice. Carry out regular risk assessments, maintain up to date records of COSHH and safety data, method statements and maintenance of equipment.

To report and investigate accidents and incidents promptly implementing recommended actions for improvements to safe working practice.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety

To actively promote and develop good working practices within the directorate/division that upholds and develops the principles of service delivery and of the city Councils’ inclusive council policy in relation to staff and service provision.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**PERSON SPECIFICATION**

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| **Job Title:**  | Estates Team Leader |
| **Reports to:**  | Estates Manager |
| **Department:** | Housing |
| **Section:**  | Estates Service |

### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * NVQ Level 3 in suprvisory skills or a comparable level of knowledge gained through experience
* NVQ Level 2 in Cleaning or a comparable level of knowledge gained through experience and willingness to study additional modules in the BICS’s portfolio.
* Detailed knowledge of Health and Safety at work Act 1974 and enabling legislation
* Awareness of the need to identify hazards in the areas of responsibility of this post and the ability to assess and manage the associated risks
* Detailed knowledge of of the Clean Neighbourhood and Environment Act 2005
* Detailed knowledge of vehicle fleet operations and vechicle knowledge.
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| Experience | * Significant experience of working within a cleaning and repairs service and using a wide range of equipment.
* Experience of managing, training and motiviating a frontline team
* Significant experience of working with the public and dealing with enquiries and complaints
* Experience of working to agreed standards, qualities and targets
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| Skills and Abilities | * Well developed interpersonal skills and the ability to engage and communicate at all levels often addressing challenging behaviour
* Excellent organisation skills, able to prioritise work needs within a demanding workload according to resources
* Ability to manage teams effectively and constructively giving clear instructions to team members to ensure tasks are carried out successfully by set deadlines
* Ability to work in a pressurised environment and collaboratively as part of a team to deliver services in an effective manner
* Ability to prioritise varied and demanding workload to specific deadlines
* Good Microsoft office/ICT and numerical skills
* Ability to keep well administered, accurate and efficient records
* A good understanding of budgetary control.
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| **Equalities** | To develop practices within the department/section that uphold and develop the principles of the City Council’s Inclusive Council Policy in relation to staff and to service provision.To work within and actively promote the council’s Inclusive Council Policy in relation to service delivery and staff management. |
| **Other Requirements** | * Clean driving licence
* Be physically fit and capable of working outdoors in all weathers
* To be able to attend evening meetings and cover weekend working when required.
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**Hardest part of the job**

The scope of the role, competing priorities, having to reprioritise according to demand. Staff turnover, having to review rotas on a daily basis dependent on service demand and staff and agency availability

Lone working with the use of initiative and on the spot autonomous decision making.

Coping with the pickup of some of the duties and tasks previously dealt with by deleted teams (such as the Neighbourhood Officers, for example meter reading in 860 council blocks and hand delivery of Fire Safety letters to each and every flat in those 750 blocks ) and those where savings have been made

Ad hoc problem solving

Clearing human waste, bodily fluid and drug paraphernalia

Daily motivating the staff including those with complex needs, mental health concerns and various levels of literacy and language barriers.

Responding to emergencies

Dealing with aggressive residents

Brighton & Hove has a high number of single, vulnerable people in the city with complex needs, encompassing mental health, offending and substance misuse. Compounded with the high demand housing market, nationally we have one of the highest instances of people sleeping rough, many whom present with challenging behaviour, including sleeping rough in common ways and around estate buildings.

**Dimensions**

Line management responsibility for up to 46 staff being 14 HERTs and 32 HEAs

The housing stock consists of 14464 dwellings including over 860 buildings for which cleaning and maintenance services are provided.

Number of complaints, member enquiries 7-10 per week

Processing and responding where applicable to 11-12 direct reports

Providing daily cover for staff on leave or off sick,

Daily organising and re organising working schedules of their direct reports depending on resident need and unexpected staff absence*.*

**Scope for Impact**

Provides extra support to complete tasks that are beyond the remit of the Housing Estate assistants such as litter-picking areas beyond the estate and cleaning areas that are not originally within our schedule. Also to assist HEAs to support the clean up after anti-social behaviour.

To be a point of contact for multi-agency partners to work together to reduce the impact from rough sleepers and drug users within buildings. Passing on details to enable partners to work with residents and members to ensure that they are kept informed of any developments.

Carry out welfare checks on vulnerable residents where neighbours are concerned for their well-being, including breaking in to properties when necessary and reporting to Police if needed. In these instances the resident can be found to be deceased.

Liaising with Coroner’s Office when assisting with deceased tenants. When the coroner’s office was short staffed the team leaders may be asked to attend a property to find relevant paperwork and valuables that need to be returned to the coroner

**Job Context**

The team leader’s role is to provide support, leadership and motivation to staff members to ensure that a good level of service is provided to residents whilst being aware of value for money.

They are also responsible for ensuring the safety, welfare and wellbeing of staff who lone work, by keeping in contact with them and visiting them at least weekly and making sure that they have the required equipment and uniform.

The post holder is required to work outdoors regardless of the weather and the post is a demanding and physical position.

**Organisational Chart**

**Head of Tenancy Services**

**Housing Estates Co-ordinator**

**Housing Estates Manager**

**Housing Estates Co-ordinator**

**Housing Estates Manager**

**Housing Estates Assistants x 12**

**Housing Estates Assistants x 11**

**Housing Estates Team Leader**

**Housing Estates Team Leader**

**Housing Estates Response Operatives x 13**

**Housing Estates Assistants x 11**

**Housing Estates Team Leader**

**Housing Estates Team Leader**

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