**BRIGHTON & HOVE CITY COUNCIL JIN 2130**

**JOB DESCRIPTION**

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| **JOB TITLE:** | **Housing Estates Assistant** |
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| **REPORTS TO:** | **Estates Team Leader** |
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| **DEPARTMENT:** | **Housing** |
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| **SECTION:** | **Estates Services** |

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**PURPOSE OF JOB**

To provide a maintenance and cleaning service and initiate repairs in the common ways of council owned flats and on the estates in Brighton and Hove. To build and maintain good communication and relations between BHCC, tenants associations, tenants and leaseholders as laid out in council policy and tenancy agreements. To prioritise tasks and to work to the standard specified in the schedule as agreed with residents in the buildings and outside areas.

**PRINCIPAL ACCOUNTABILITIES**

To clean the common parts of the buildings and designated surrounding areas that meet the standards set out in the cleaning schedules, by following the Estates Service’s guidelines for the different types of cleaning tasks including use of electronic scrubbing machines.

Observe and respond to report of anti-social behaviour, fire hazards, vulnerable tenants and any other issues within council properties on a daily basis

To assess and prioritise tasks based on health and safety, fire regulations, tenants wellbeing and general maintenance of the buildings. Reduce health and safety risks to residents and their visitors by checking that all lights are working or arranging re-lamping, removal of hazardous matter, including bulk refuse and graffiti and reporting repairs and damage to common areas.

To initiate repairs either through the help desk or to Housing Estate Response Technicians (HERTs) for locks, graffiti, bulk and ground maintenance. Instruct and give access to contractors regarding issues reported, using site knowledge.

Maintain and keep accurate records of reported issues and chasing outstanding issues for residents. Keep accurate, daily records of the work undertaken so that information can be fed back to residents, and members of the council and used to calculate residents’ service charges. Sign posting for other issues

Help a small number of vulnerable residents by taking their bagged household waste, on a weekly basis, where they have been identified as unable to do this themselves, as directed by an Housing Estates Team Leader/Manager, whilst also remaining responsive to the needs of residents who have not been identified as needing this assistance.

Order and Maintain stocks of equipment and cleaning materials so that there are sufficient supplies available at all times, and complete requisition sheets when new items are needed.

To be responsive to the needs of vulnerable residents.Provide intelligence to other services on issues such as anti-social behaviour, rough sleeping, and report missed bin collections.

Move on trespassers from common ways. Clear sharps and excrement and other bodily fluids, reporting repeated patterns and occurrences to other services

Report resident enquiries and complaints.

Peer to peer training on tasks related to daily work activities including health and safety and council policy.

To uphold and carry out the duties of the post with due regard to the City Council’s Inclusive Council Policy.

Co-operate in the implementation of the council’s Health & Safety Policy. In particular as set out in section 4.7 of the Health & Safety Policy:

* To take due care of your own health and safety and that of others, who may be affected by their acts and mistakes at work
* To use equipment according to instructions
* To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials or systems
* To report any unsafe act, or condition, any accident or incident according to Health & Safety policy

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.

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.

**BRIGHTON & HOVE CITY COUNCIL**

PERSON SPECIFICATION

**JOB TITLE: Housing Estates Assistant**

**GRADE: Scale TBC**

**DEPARTMENT: Housing**

**SECTION: Housing Estates Service**

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| **Job Related Education and Qualifications and Knowledge** | * An NVQ level 2 or equivalent in cleaning or willingness to achieving an NVQ Level 2 or equivalent in Cleaning
* Knowledge of the cleaning methods used in the common parts of public buildings
* Completion of Control of Substances Hazardous to Health training (training will be provided)
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| **Experience**  | * Experience of working as both a member of a team and on your own initiative
* Experience of using industrial cleaning equipment e.g. buffers, polishers and vacuum cleaners or the willingness to learn
* Experience of delivering a high quality service within a customer focussed environment
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| **Skills/Abilities** | * Ability to clean to a consistent and high standard
* Ability to deal with conflict and members of the public who may present with challenging behaviours
* Ability to undertake lone working
* Ability to undertake dynamic risk assessments
* Ability to be flexible, adaptable and responsive to the needs of the role
* Ability to direct and train new colleagues
* Have excellent communication skills
* Ability to co-operate and adhere to Health & Safety policy, practices and instruction
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| **Equalities**  | * To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities and inclusion Policy.
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**Other Requirements** Be physically fit and capable of working outside in all weather conditions.

To wear corporate and protective clothing

 Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies to your area of work