

## **JOB DESCRIPTION**

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<b>POST OF</b>	<b>:</b>	<b>ESTATE SERVICES OFFICER (RIVERSIDE)</b>
<b>SALARY</b>	<b>:</b>	<b>TAS3 (£20,821 - £21,725)</b>
<b>SHIFT</b>	<b>:</b>	<b>39 HOURS PER WEEK, 4 DAY ON, 4 DAY OFF, 8.00AM-7.00PM</b>
<b>RESPONSIBLE TO</b>	<b>:</b>	<b>AREA HOUSING MANAGER</b>

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### **1. SPECIFIC DUTIES**

#### **1.1 Security**

- 1.1.1 Maintain and log all residents onto the controlled entry database adding and deleting residents when required.
- 1.1.2 Liaise with Security Company on security issues highlighted on the CCTV system that would lead to residents and staff being concerned.
- 1.1.3 Carry out handover in high rise flats with Security Company day shift worker on previous shift issues.
- 1.1.4 Liaise with other agencies such as Community Police regarding incidents that happen within the Gorbals area which could be described as anti-social.
- 1.1.5 Assist housing services staff to enforce breaches of tenancy conditions by highlighting tenants whom you know are consistently breaking them.
- 1.1.6 Provide a friendly and caring reception service to all visitors to the high rise blocks within the Riverside area of the Gorbals.
- 1.1.7 Be vigilant to visitors who may cause acts of vandalism.
- 1.1.8 Adhere to the Data Protection Act 1998 in relation to all enquiries made regarding residents.

#### **1.2 Cleaning/Environmental Duties**

- 1.2.1 Ensure all internal common areas within the four high rise at Waddell Court & Commercial Court and the maisonette properties are kept clean, tidy and free of graffiti.

- 1.2.2 Ensure that all external common areas including car parks, grassed areas and blocked paved areas are kept clean tidy and free of graffiti.
- 1.2.3 Ensure lifts are kept clean and tidy with clear tracks where possible.
- 1.2.4 Clean all previously agreed glasswork and metal work on common doors.
- 1.2.5 Check daily for blocked chutes and take the appropriate action to clear them in the four high rise blocks within Riverside and the maisonette properties.
- 1.2.6 Ensure bin rooms are checked daily, bins are rotated and spillage is cleared to prevent rodent infestation.
- 1.2.7 Remove snow/ice from pathways at close entrances and grit when and where required.
- 1.2.8 Use the appropriate cleaning materials in line with COSHH regulations to carry out various different cleaning tasks within the estate.
- 1.2.9 Liaise with Cleansing on bin and bulk uplifts.

### **1.3 Customer Care Issues**

- 1.3.1 Maintain a laundry rota for tenants in the high rise flats giving advice and assistance where required.
- 1.3.2 Assist residents in the removal of bulk items to be uplifted for dump purposes.
- 1.3.3 Maintain a landing cleaning rota and check that tenants are adhering to their turn on the rota reporting on a weekly basis to the appropriate Housing Officer.
- 1.3.4 Assist in letter drops to residents in their area.

### **1.4 Inspection Checks**

- 1.4.1 Carry out daily inspections on chutes, fire equipment, district heating equipment and controlled entry systems.
- 1.4.2 Check lifts, lift levels and safety edges.
- 1.4.3 Check weekly, dry risers, extractor units, tank rooms, switch rooms and pumps.
- 1.4.4 Check weekly, all fire doors on common stairwells and landings.
- 1.4.5 Check daily, laundry machines.

- 1.4.6 Check for graffiti throughout the estate which you would not be able to remove easily.
- 1.4.7 Check weekly, external lighting within curtilage of buildings.

In the event of there being any faults noted on any of the above inspection checks then they should be reported to maintenance section immediately for action.

## **1.5 Community Activity**

- 1.5.1 Promote where possible the community activities that take place in the Community room.
- 1.5.2 Take every opportunity to support and enhance community involvement within the Gorbals Area.

## **1.6 Record Keeping**

- 1.6.1 Complete daily and weekly incident sheets.
- 1.6.2 Complete repair and maintenance sheets daily for safety issues and weekly for environmental issues.
- 1.6.3 Landing close cleaning inspections completed weekly.
- 1.6.4 Security incidents reported immediately.

## **1.7 Health and Safety**

- 1.7.1 All items lifted to be done in line with manual handling training.
- 1.7.2 All basic first aid should only be undertaken in line with basic training given.
- 1.7.3 All cleaning to be carried out in line with COSHH regulations and to include the wearing of safety gloves, helmets, goggles and masks where required to do so.
- 1.7.4 Any needles found on common areas should be uplifted using gloves, extended pick up arm and a sharp safe.
- 1.7.5 Wear Personal Protective Equipment (PPE) issued on all tasks required to do so and instructed by your line manager.

## **2. GENERAL DUTIES**

- 2.1 Work closely with all other staff of the Association to ensure the delivery of an effective and efficient service to all customers.
- 2.2 Carry out all job related activities in a prompt, polite and effective manner.
- 2.3 Wear the uniform issued by the Association whilst on duty.
- 2.4 Meet with the Area Housing Manager on a regular basis to discuss support and supervision.
- 2.5 Observe the new legislation relating to no smoking.
- 2.6 Attend relevant training courses, seminars and conferences, as required.
- 2.7 Carry out other specific tasks as instructed by the Area Housing Manager, Head of Housing Services, Depute Director or Director.