



# Role Profile

<b>Housing Estates Management Supervisor</b>			
Reference No.	A4898	Type	Individual
Service	Communities, Housing & Safer Communities Service		
Job Family	Housing	Grade	FC5

<b>Purpose</b>
<p>To deliver a 24-hour Caretaking/Concierge service which addresses estate management issues and supports the work of Housing &amp; Communities.</p> <p>Responsible for leading a team and ensuring that designated areas are kept in a clean and hygienic condition, monitor CCTV &amp; alarm systems within the SARC/Control Room and deliver/co-ordinate appropriate responses to incidents/activations as they arise.</p> <p>The postholder is expected to work with minimal supervision and accept responsibility for team performance.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>Scheduling work, updating rotas and instructing team members on day to day tasks and workload (i.e. prioritise workload, achieve targets). Instruct staff as required on matters relating to their job completion (i.e. specification details, aims and values). Ordering supplies when required.</p>

<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>CMI SCQF level 6 Award in First line Management or equivalent</p>		✓

E = Essential Criteria    D = Desirable Criteria

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Providing regular 'hands-on' coaching to team members in methods of service delivery to encourage and maintain good practices.	Supervisory skills	✓	
Assisting in the review of practices and procedures to bring about improved service delivery, customer satisfaction and more effective use of resources.	Working knowledge of equipment and current best practice in caretaking/concierge service or similar environment	✓	
Providing a high standard of customer service which includes giving face-to-face advice and resolving a diverse range of customer issues/problems as a significant element of the job.	Experience of working in an advice, housing, welfare or community development environment  Ability to provide a regular and effective service  Customer care skills	✓  ✓  ✓	
Liaising with Safer Communities Lead Officer on a daily basis whilst accurately completing daily routine and ad hoc work records.  Assisting Lead Officer at meetings with Councillors, external and internal partners	Good communication skills	✓	
Adhere to all Corporate and Housing & Communities specific policies and procedures including health & safety.	Literacy and numeracy skills.  Ability to compose letters and brief reports on issues in area  IT skills Creating word documents, updating spreadsheets, saving documents in pre-determined locations. Create and send emails with attachments	✓  ✓  ✓	

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Cleaning and maintaining all designated areas to a high standard.	Cleaning Skills	✓	
Undertaking responsibility for keeping all public areas clean, including landings, entrance hall and areas around block of flats and open spaces.	Knowledge of health and safety, Control of Substances Hazardous to Health (COSHH)  Knowledge of risk assessment  Prioritising Skills		✓  ✓
Undertaking weekly tests of fire alarm, fire-fighting equipment and record in appropriate Fire Safety Log.	Organisational skills	✓	
Patrolling the premises and associated grounds, monitoring public areas and generally ensuring that security is maintained during hours of opening. This will include operating CCTV, radios and other technologies in use to support the delivery of the service.	Knowledge of security risks  Ability to provide a regular and effective service	✓	✓
Developing and maintaining positive working relationships both internally, and with partner services and agencies.	Problem solving skills  Knowledge of equality and diversity issues	✓	✓
Reporting, recording and following up on emergency and non-emergency repairs and attend to minor repairs as necessary.  Liaising with Housing Management Officers/Safer Communities Officers regarding incidents in the blocks or other estate management problems such as anti-social behaviour or disrepair or abandonment.	Team Working Skills	✓	
	Full Driving Licence		✓

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Job Title (Specialists Tasks)</b>			

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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### Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.