



Role Profile

Housing Estate Management Officer

Reference No.	A4900	Type	Individual
Service	Communities, Housing & Safer Communities Service		
Job Family	Housing	Grade	FC4

Purpose

This role is key to the delivery of the Revised Estate Management Approach. You will be responsible for improving the condition of housing estates by proactively dealing with environmental concerns. This will be achieved by carrying out regular estate inspections, reporting defects, liaising with other services and working closely with community organisations to make improvements. You will also identify projects that are priorities for local communities that will enhance their well-being and work in partnership to see these to fruition.

To deliver an enhanced concierge service focused on improving community safety within the 12 tower blocks across Fife. It will be important to address estate management issues and reassure residents their concerns are being dealt with promptly. You will provide a front-line service and support the work of the wider Housing & Safer Communities Teams.

To monitor CCTV, alarm systems including Technology Enabled Care within the SARC/Control Room that will operate on a 24-hour basis. Deliver/co-ordinate appropriate responses to incidents/activations as they arise and liaise with the emergency services when necessary.

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing a high standard of customer service which includes giving face-to-face advice, sending letters, and resolving a diverse range of customer issues/problems as a significant element of the job.	Experience of working with the public in a customer service environment. Ability to provide a regular and effective service (Deliver Results – See How We Work Matters Framework) Customer care skills (Focus on customers) Educated to SCQF level 4, which includes National 4 or Standard Grades at General level or ‘O’ Grades or equivalent	✓ ✓ ✓	✓
Sustaining communities through working and taking ownership of projects linked to enhancing estates and neighbourhoods.	Experience of working with internal and external partners to improve housing operational activities		✓
Ensuring the safe and efficient procedures of a range of buildings. This will include securely opening and closing buildings at prescribed times, operating alarm systems and liaising with staff and users to ensure appropriate facilities are provided.	Literacy and numeracy skills. Ability to compose letters and brief reports on issues in area IT skills (Embrace technology & information) Creating word documents, updating spreadsheets, saving documents in pre-determined locations. Create and send emails with attachments	✓ ✓ ✓	
To operate the CCTV system in accordance with the legislation regarding the use of CCTV and the systems Code of Practice, Operational Manual, Standard Operating Procedures, Council Policies, and any other instructions issued.	Knowledge of legislation including RIPSA and Data Protection	✓	

E = Essential Criteria D = Desirable Criteria

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<p>Cleaning and maintaining all designated areas to a high standard including landings, entrance halls, lifts, laundrettes, public areas and open spaces. Ensure the efficient management of bin stores and take appropriate action if rubbish chutes are blocked.</p> <p>Carrying out essential repairs such as changing lightbulbs, tightening handrails and cleaning out filters in industrial laundrettes.</p>	<p>Cleaning Skills</p> <p>Knowledge of health and safety, Control of Substances Hazardous to Health (COSHH)</p> <p>Knowledge of risk assessment</p> <p>Prioritising Skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Undertaking weekly tests of fire alarm, fire-fighting equipment, and record in appropriate Fire Safety Log.</p> <p>Fulfil the role of Fire Marshal in the event of a fire until the emergency services arrive on scene, ensuring that no one enters the building and to ensure the safety of the residents being evacuated by guiding them to a safe rendezvous muster point away from the building. Act as the initial point of contact for emergency services and provide updated information to residents in the block who may have vulnerabilities and direct services to where floor plans etc are kept in addition to updating the Local Authority Liaison Officer (LALO) when they arrive on scene.</p> <p>Respond to building security alarms and provide key holder functions as required.</p> <p>Undertake checks and test the water temperatures on a weekly and monthly basis and record details and findings</p>	<p>Organisational skills</p> <p>Take ownership</p>	<p>✓</p> <p>✓</p>	
<p>Patrolling the premises and associated grounds, monitoring public areas, and generally ensuring that security is maintained during hours</p>	<p>Knowledge of security risks</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p>	

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of opening. This will include operating CCTV, radios, and other technologies in use to support the delivery of the service.		✓		
Deliver the Council's concierge service providing advice and information to tenants in addition to undertaking janitorial duties as required.	Communication skills	✓		
Working within communities and with partners enhancing and improving estates and preventing escalation of neighbourhood issues through joint estate visits, management initiatives, and local investment projects.	Problem solving skills (Deliver results)	✓		
Developing tenant engagement within neighbourhood using a variety of methods, including the support of local Tenant and Resident Groups and represent the Council at meetings.	Communications skills Customer care skills (Focus on customer)	✓ ✓		
Developing and maintaining positive working relationships both internally, and with partner services and agencies.	Problem solving skills (Take ownership)	✓		
Reporting, recording, and following up on emergency and non-emergency repairs and follow up as necessary.	Knowledge of equality and diversity issues Prioritising skills	✓ ✓	✓	
Assist Housing Management Officers/Safer Communities Officers regarding incidents in the blocks or other estate management problems such as anti-social behaviour, breach of tenancy, disrepair, or abandonment. Undertake key activities as directed by the Area Housing Manager to facilitate tenancy sustainment and maximise the safety of the residents.	Team Working Skills (Work Together) Full driving licence.	✓ 	✓	

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<p>Carry out estate inspections including gardens, open spaces, lock-ups and common areas including low and medium rise flats to identify defects and liaise with the Housing Management Officer.</p> <p>Monitor the Technology Enabled Care (TEC) and environmental sensors that are in vulnerable clients' homes. Respond to emergency situations and gather data on defects including dampness and mould to determine if the cause of the issue lies with the property or household lifestyle</p>			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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Additional Information – the following information is available:

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

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results