



JOB DESCRIPTION

POST TITLE:	Estate Services Co-ordinator
POST NUMBER	
GRADE:	PO1
SERVICE AREA	Housing and Adult Social Services/Public Health
DIVISION / UNIT	Housing Operation
REPORTS TO:	Estate Services Team Leader or Estate Services Manager

MANAGES/SUPERVISES

PRIMARY JOB FUNCTION

To be the key link between LBI and the customer having overall responsibility for establishing and maintaining estate agreements and service level agreements between LBI and the estate residents. This will include the management of caretakers and estate operatives and ensuring the provision of effective estate & contracted services on designated LBI estates. To implement and evaluate change, working creatively for solutions to caretaking and estate services issues. To ensure that comprehensive estate services are delivered on a patch basis.

DUTIES AND RESPONSIBILITIES

Management and Supervision

1. To ensure the provision of an effective and responsive estate based services, including Caretaking.
2. To develop and maintain estate agreements and service level agreements between LBI and residents/customers
3. Responsible for the management of caretakers, including work allocation, absence monitoring, supervision, performance and conduct and ensuring that corrective action is taken where appropriate.
4. To assist with the development and implementation of new policies, procedures and written guidelines to aid the development of estate services staff.
5. To ensure the monitoring of standards through regular and ad hoc estate inspections, in conjunction with managers, tenant representatives and Members, taking appropriate remedial action on problems encountered.



6. To ensure that appropriate levels of staffing are maintained at all times.
7. To encourage and motivate Caretakers to work effectively when working alone or as part of a team.
8. To carry out training of staff and management of their performance to meet organisational aims and objectives, including implementation of the LBIs Appraisal and Development System (ADS), to include 1-2-1 supervision sessions and back to work interviews.
- 9. To provide caretaker supervision on a rota basis at weekends, carrying out duties as required by managers.**

Service Delivery.

1. Ensure the effective identification, monitoring and progressing of communal repairs, including the reporting of emergency /urgent repairs, and post inspecting to ensure quality.
2. To make recommendations for the improvement of communal areas and estates, liaising with appropriate staff as necessary.
3. To liaise with T&RA's, leaseholder groups, tenant management organisations and other recognised bodies on matters relevant to the condition of estates. This will include attending evening meetings outside of normal working hours as appropriate.
4. To carry out quarterly inspections of all estates within management area in conjunction with T&RA's, ward Councillors and senior managers
5. To act as the link with Tenant Management Organisations, to ensure that all parties to the MMA are aware of their responsibilities and are carrying them out effectively.
6. To assist in the management and implementation of local capital budget schemes and act as the link between Housing Operations and Property Services.
7. To provide initial contact with residents regarding alleged or potential breaches of tenancy related to the communal areas of the estate.
8. To liaise with Tenancy Management Advisors/ Antisocial behaviour officers on matters relating to the general enforcement of tenancy conditions including investigations of complaints, nuisance, anti-social behaviour, noise, racial and other forms of harassment. To assist in the development of strategies as necessary to combat antisocial behaviour on LBI estates.
9. To answer correspondence from residents and their representatives, members, MP's etc. on matters associated with estate services, within target timescales and with due consideration of the quality of response provided.
10. To provide quality responses to customer complaints.



11. To produce estate development plans, including proposals for capital investment and minor improvement works. This will be in consultation with T&RA's and both internal/ external agencies.
12. To maintain estate performance reports, and produce when required by management.
13. To ensure appropriate ordering, distribution, storage and use of cleaning materials and equipment, ensuring Health and Safety legislation is observed and ensuring that caretakers have adequate supplies to carry out their duties.
14. Assist with the development and improvement of materials and equipment available.
15. To carry out the induction and training of Caretakers.
16. To assist as required in the measurement of caretaker workloads.
17. To liaise with housing staff and with those contractors who provide other estate services, eg Cleaning, Grounds Maintenance, estate cleaning, repairs and maintenance.
18. To maintain systems to ensure the storage and maintenance of all machinery, materials and equipment. To keep inventories of all equipment
19. To issue stores and maintain audit records
19. To undertake other duties commensurate to the grade of the post.

ADDITIONAL:

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.



- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- To work as a team with other Estate Services Co-ordinators based in the area, covering duties during absences, as directed by Team Leader, Estate Services Manager or Area Housing Manager, answering phones for absent colleagues and receiving callers not associated with the individual patch allocated.
- To ensure a prompt, courteous and helpful response is given when dealing with residents, their representatives or outside agencies seeking assistance or when initiating contact.
- To perform any other reasonable, minor and non re-occurring duties, appropriate to the post, as determined by Team Leader, Estate Services Manager or Area Housing Manager
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

Progression through the grades is by:

- 1) Ability to undertake the duties of the post with minimal supervision
- 2) Subject to appraisal against criteria on performance, conduct and attendance.

Post holder Declaration

Name:	
Signed:	
Date:	



PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your **application form** how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

Service Area: Housing and Adults Social Services		Section: Estate Services
Designation : Estate Services Co-ordinator		Grade: PO1
REQUIREMENTS		
EDUCATION and EXPERIENCE		A/I/T
E1	Proven substantial experience in delivering services to the public.	A/I
E2	Proven managerial experience in a large multi cultural setting and delivering services to a multi-cultural community	A/I
KNOWLEDGE, SKILLS and ABILITY		
E3	Knowledge of relevant legislation and issues affecting the provision of a caretaking and estate cleaning service, including an understanding of good customer care practice and Health & Safety.	A/I/T
E4	Proven Ability to supervise and manage a team of staff providing estate management and Caretaking services including conduct and discipline.	A/I
E5	Good Communication skills both written and verbal with the ability to organise responses to correspondence from tenants and leaseholders (and their representatives), members and other bodies, and to produce reports on estate management and performance related matters.	A/I/T
E6	Ability to ensure effective use of information technology, including word-processing, in order to input and extract information.	A/I/T
E7	Ability to manage resources to set and meet performance targets and provide adequate monitoring arrangements to achieve these.	A/I
E8	Ability to undertake the client-monitoring role for contracts affecting the service e.g. estate cleaning, grounds maintenance, ICSL etc.	A/I
E9	Ability to liaise effectively with Officers, Tenants and Residents Associations, Council and board Members, Area Housing Panels and outside organisations.	A/I
E10	Ability to appraise staff and oversee their development and training.	A/I
E11	Proven ability in taking responsive action in order to anticipate and solve problems, and to take corrective action where necessary.	A/I
E12	Ability to deliver a service within the context of tenant consultation.	A/I



E13	Ability to participate in the development and implementation of new policies, procedures and written guidelines.	A/I
E14	Ability to climb stairs and carry out inspections on all parts of Islington Council Estates	A/I
COMMITMENT TO EQUAL OPPORTUNITIES		
E15	Ability to adhere to the Council's Dignity for All policy.	A/I
SPECIAL REQUIREMENTS		
E16	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure	
E17	Ability and willingness to attend evening meetings and assume out of hours commitment as necessary with notice	A/I
E= Essential		
*Assessed by: A= Application I= Interview T= Test		