

Southside

HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title:	Facilities Officer (Mobile Team)
Responsible To:	Concierge Manager
Grade:	Technical Grade TAS 2 £18,204 - £19,082
Hours:	8am to 4pm working Monday to Friday.

OBJECTIVES OF THE POST

Reporting to the Mobile Team Leader or the Concierge Manager, the Facilities Officer will help deliver a comprehensive Estates Management service to the Association's residents and properties by carrying out a wide range of duties – gardening, common area cleaning, maintenance, bulk removal, gritting etc.

PRINCIPLE DUTIES

General Estate Management

- Clean common areas including lift cars, brass tracks and brasses, foyers, glass, stairs, landings and bin rooms in line with agreed requirements and timescales, ensuring high standards are maintained.
- Removal of bulk items to maintain site safety, fire safety and hygiene.
- Carry out furniture removals as directed by the Concierge Manager.
- Use company vehicle if instructed and ensure vehicle is maintained and checked as outlined by company policy/procedures, Team Leader/Concierge Managers.
- Provide an efficient garden maintenance service (e.g. grass cutting/strimming, pruning, raking, de-weeding, sweeping, removal of moss etc).
- Use appropriate power tools and equipment as necessary for jobs e.g. lawnmower, strimmer, leaf blower, power washer, vacuum cleaner, steam cleaner, sweeper, scrubber drier/buffer, gardening tools, cleaning tools etc.
- Deliver/participate in other Estate Management tasks as directed by the Team Leader/Concierge Manager.
- Provide basic DIY/Maintenance service as necessary and instructed, including painting tasks.
- Assist in the removal of vandalism evidence, including scrubbing/painting out graffiti.
- Remove snow/ice from pathways, and grit, as required.
- Liaise with housing officer on tenancy issues as required.
- Liaise with external contractors as required (eg. Land and Environmental Services).

Health & Safety

- Adhere to company Health & Safety policy and procedures at all times and highlight issues/breaches immediately to Team Leader/Concierge Managers.
- Adhere to Health & Safety policy and procedures at all times.
- Carry out cleaning [and other routines where use of chemicals is necessary] in line with COSHH regulations, ensuring spillages are safely removed.

- Use company equipment within safety guidelines, manufacturers' instructions and Team Leader/Concierge Managers guidelines/training.
- Wear PPE (including safety gloves, footwear, helmets, ear defenders, goggles and masks) at all times as necessary.
- Carry out daily/weekly/monthly building check routines highlighting issues in a timeous manner. Report faults/issues as necessary to the Repairs Team, Contractors, Housing Management, and Concierge Managers as appropriate.
- Observe legislation and company policies relating to Health & Safety matters, including smoking policy.
- Review Method Statements and Risk Assessments for all related duties, highlighting queries or requests for updates as necessary.

Customer Service and Service Delivery

- Ensure compliance with clearly defined Customer Care standards.
- Adhere to the Data Protection Act 1998, and relevant training/updates, at all times.
- Ensure customer queries are dealt with and/or passed to the appropriate staff member in a timeous and courteous manner.
- Ensure high standards are continually maintained and delivered on all sites by all team members.

General

- Carry out tasks – core and ad-hoc – relevant to the shift and as instructed by the Team Leader/Concierge Managers.
- Report incidents as necessary and complete reports as required.
- Deliver newsletters/leaflets and other communications as required.
- Drive company vehicle(s) as directed.

Performance Standards

- Operate to clearly defined standards.
- Meet with Team Leader/Concierge Managers on a regular basis to discuss support and supervision.
- Carry out other specific tasks as instructed by the Team Leader, Concierge Managers, Head of Housing or other senior staff.

I.T. and Administration Activities

- Carry out day to day tasks using Microsoft Office, Word, and Outlook etc as required.
- Complete company paperwork as necessary.
- Complete incident reports as appropriate.

Other Ad-hoc Duties

- Attend training sessions as required.
- As instructed by Team Leader/Concierge Manager, liaise with other static sites and office sections as required to ensure effective and efficient service delivery.
- Attend Training/Meetings etc outwith normal working hours, from time to time.