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| **Job title:** | **Estate Services Relief Team Operative** |
| **Line manager:** | **Estate Services Area Manager** |
| **Grade *(if applicable):*** | **7** |
| **Direct reports:** | **none** |



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| **Role purpose:** |
| To provide an effective, responsive and pro-active, customer focused caretaking service that is of a consistently high standard. This role involves travelling to different locations and therefore flexibility is key to this role. A company vehicle will be provided for travel to and from these sites. |
| **Key results:**   * Provide cover to caretaking and/or gardener colleagues working across all sites in our portfolio. * Keep serviced Peabody estates and blocks clean & tidy, graffiti and litter free, in accordance with local cleaning and maintenance schedules. Some roles may include limited responsibility for community facilities. * Report equipment defects, vandalism and graffiti, and all communal repairs to the appropriate colleague or contractor. * Work with colleagues in tackling anti-social behaviour (ASB) on Peabody estates, including attending monthly estate walkabouts to identify ASB hot spots and possible solutions. * Adhere to company health and safety procedures & guidelines and take responsibility for reporting any potential hazards to the appropriate colleague or agency, making safe where appropriate. * Maintain and keep tidy all refuse systems and equipment by monitoring them on a daily basis. * Carry out a range of periodic cleaning tasks by working with the ES Area Manager on an agreed schedule. * Undertake all appropriate safety and security checks and deal promptly with any hazards by reporting them to the ES Area Manager. * Where appropriate, carry out programmed non-skilled emergency lighting and fire alarm testing by following the agreed schedule. |
| **Success metrics:**   * Customer satisfaction – achieve 80% or above score for all sites (customer survey) * Achieve gold standard for all sites (monthly ES Area Manager estate inspections) |
| **About you:**  **You will be:**   * Committed to first class estate cleanliness * Physically able to carry out moderately strenuous manual work * Able to organise your own workload efficiently with minimal supervision * Able to achieve cleaning industry specific competency such as BIC OPC level 1&2 * Self-motivated, flexible, personable and pro-active * Able to work as a key member of a team and understand the wider impact of the work on residents and other departments * Able to adopt a one team approach and build excellent working relationships to ensure the delivery of a first class service * Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service in all activities * Flexible and able to deal with out of hours emergencies as appropriate * Committed to demonstrating Peabody values at all times   **You will have:**   * Excellent customer service skills and the ability to communicate effectively with customers and colleagues, both verbally and in writing * Good literacy and basic numeracy skills * Basic knowledge and understanding of health and safety regulations in relation to estates services as defined by the organisation * A valid UK driving licence   *Please note that this role requires a basic DBS check* |