



Job description

Job Title: Estate Officer – Devon

Responsible To: Regional Housing Manager West

Purpose of post:

- To be Hastoe's representative on various sites across Devon, and to maintain and improve the appearance and wellbeing of the estates.
 - To ensure that residents' requests and enquiries are dealt with promptly, efficiently and courteously.
 - To deliver good-quality services on our estates.
-

The key areas of responsibility are:

1. Keeping the exterior of communal areas and communal grounds on each site maintained, including but not limited to:
 - Grass cutting and disposal.
 - Sweeping and keeping clear of weeds, leaves and moss on unadopted roads, paths, hard standings and garage/parking areas.
 - Keeping flower beds free from weeds.
 - Tending and pruning all shrubs, trees, plants, grassed edges and hedges.
 - Landscape repairs i.e. lawns, borders.
 - Replacing dead shrubs and plants with new ones.
 - Litter picking as required.
2. Assisting in the maintenance of the scheme, by:
 - Reporting repairs using specialist software.
 - Liaising with the Property Services team and other Hastoe colleagues in the maintenance of the schemes.
 - Carrying out simple repairs, including but not restricted to key safe installation, window boarding and basic communal fence repairs.
3. Assisting the Housing team by:
 - Reporting any issues of antisocial behaviour.
 - Attending schemes with Housing team.



- Providing grounds maintenance annual leave cover for the Estate Officer in North Devon.
- Assisting in gaining access to residents' properties.
- Attending the Regional Office in Dorchester for team meetings.
- Providing information and support to residents and signposting to Housing team or Customer Services team where appropriate.

4. Health and Safety:

- Reporting any hazards on the scheme promptly.
- Using equipment in accordance with manufacturer's instructions at all times and promptly reporting any issues.
- Ensuring machinery/equipment is in good working order and is regularly cleaned and maintained.
- Ensuring that the company van is maintained and is driven within the rules of the Highway Code whilst representing the organisation.
- Ensuring that PPE is used as identified in your risk assessment and any safe systems of work.
- Ensuring that any cleaning products or other chemicals or substances required as part of the role are used in accordance with the COSHH policy and procedures.
- Providing annual leave cover for the Estate Officer, North Devon for fire safety inspections in accordance with our fire safety policy and procedures, plus tap flushing and temperature checks in accordance with the Legionella policy and procedure.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act always within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person Specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Ability to communicate effectively, both verbally and in writing.• Good level of numeracy.• Health and safety awareness.• Committed to undertake appropriate training.	<ul style="list-style-type: none">• Previous job related training, such as:<ul style="list-style-type: none">○ First aid○ Health and Safety
Skills and Experience	<ul style="list-style-type: none">• Previous experience of delivering services directly to customers.• Ability to communicate effectively with a wide range of customers.• Ability to organise own workload and establish priorities.• Some experience and knowledge of record-keeping.• Experience of undertaking basic repairs using tools.• Experience in using Microsoft Office, e.g. sending and receiving emails, Word.	<ul style="list-style-type: none">• Previous grounds maintenance and gardening experience.
Personal Attributes	<ul style="list-style-type: none">• Ability to remain calm when dealing with challenging behaviours.• Able to use own initiative and solve problems.• Committed to the delivery of a quality service.• Able to work independently with minimum management supervision A flexible approach.	
Personal Circumstances	<ul style="list-style-type: none">• Able to travel occasionally to the Hastoe Offices or training venues.• Full valid UK driving licence.	