ESTATE TECHNICIAN

SALISBURY, WILTSHIRE

£15,300 TO £17,000 PER ANNUM, 40 HOURS PER WEEK

We are currently looking to recruit an Estate Technician within the Estate Services team based in Salisbury, which is a key section of the Property Services division. The division is responsible for delivering an estate maintenance and property repairs service throughout the UK.

The Estate Services team provide a high quality grounds maintenance, soft landscaping, caretaking and cleaning service to Sanctuary properties throughout the Wiltshire area.

As part of this role you will carry out a basic grounds maintenance, caretaking and cleaning service within our empty properties. This may also include any basic repair work such as making safe and replacing fence panels and repairs to damaged gates, along with the removal and disposal of dumped items.

We are looking to recruit a motivated and enthusiastic individual who has the ability to prioritise and work to deadlines. It is essential that you also have good working knowledge and experience of grounds maintenance, caretaking, general cleaning and basic repair duties.

A pesticide application certificate is required, however training for this may be provided by the Association.

A full current driving license is essential as a company vehicle will be provided for business use only.

Excellent benefits include 24 days annual leave and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2408.

Closing date: 5pm on 2nd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.
An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.
Sanctuary Housing Association is an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Job Reference: PS64a

ESTATE TECHNICIAN

Reports to:	Estate Staff Supervisor / Assistant Estate Staff Supervisor
Scope:	▪ Scheme/Depot based ▪ Regular driving to various schemes may be required ▪ Working outdoors in all weathers completing physically demanding work ▪ Lone working within occupied premises ▪ Use of hazardous substances e.g. chemicals
Job Purpose:	To provide an effective estate maintenance service, primarily focussing on empty properties that meets customer and organisational needs

CONTEXT

This job sits within the Estate Services team based in the South West region(s), which is a key section of the Property Services division. The division is responsible for delivering a high quality and cost effective estate and property repairs service throughout the UK.

The job holder will provide day to day support in the delivery of estate service contracts, specifically undertaking basic grounds maintenance duties, caretaking, general cleaning and basic repairs service to both empty and occupied properties. This will require operating specialised machinery and some use of chemicals and other hazardous substances. The job holder will be required to be courteous and polite to customers and other staff at all times.

The job holder is required to operate within the appropriate organisational policies and procedures in the provision of their services which may include; lawn maintenance, application of approved herbicides and pesticides, shrub pruning, other similar grounds maintenance duties. Along with carrying out scheme inspections, compliance testing, vacant property clean and clears, removal of dumped items and basic repairs. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. To keep estates well maintained and clean by carrying out basic repairs, grounds maintenance, caretaking and general cleaning in accordance with agreed scheme specification.
   Measure: Timely completion of allocated duties within contract specifications, local procedures and basic horticultural and cleaning practices applied

2. Provide accurate and timely information on progress and advice that is easily understood by the customer and ensure accurate daily work records are completed.
   Measure: Customer feedback, electronic and paper records accurately updated

3. Respond positively to complaints and breakdowns in service delivery to meet customer expectations in accordance with contract specifications and escalate complaints as appropriate.
   Measure: Customer feedback and service delivered to contract specifications, complaints appropriately escalated

4. Ensure tools and equipment are maintained in good condition and continue to be suitable for required tasks and ensure stock levels are maintained.
   Measure: Tools and equipment maintained in good working order, required equipment and cleaning substances are available

5. Use equipment and materials in a safe manner, as instructed and in accordance with risk assessment and method statements and the manufacturer's guidance.
   Measure: Accidents and near misses, equipment used in accordance with specifications

6. Carry out all hazardous tasks such as spraying in accordance with supplier guidelines and in a safe manner, ensuring relevant records are maintained to comply with health and safety and legal requirements.
   Measure: Accidents and near misses, accurate records maintained

RESOURCES

Finance	Awareness of delivering value for money services / efficient use of resources
Staff	None
Other	Company vehicle (where appropriate) for business use only Use and maintenance of tools, equipment and stocks Service provision up to two regions and supporting up to 3 schemes

PERSON SPECIFICATION

Competencies

Adaptability	Accepts that people may have different opinions about issues to your own and listens to these with an open mind. Is willing to change own view based on new information.
Communicating and Influencing	Demonstrates appropriate two-way communication, listening and asking questions to check understanding of self and others; uses clear plain English, whether verbally or in writing to convey messages and/or technical information.
Continuous Improvement	Is focused on doing a good job and works hard to achieve objectives set by others. Demonstrates a desire to improve own performance.
Customer Service	Delivers a helpful and friendly service to customers. Provides useful information and monitors customer satisfaction.
Decisiveness	Reacts to issues as and when they arise, operating within own level of decision-making authority.
Problem Solving	Makes sense of a simple problem by listing out different issues or by recognising when it is the same as one previously encountered.

	Essential	Desirable
Qualifications and Attainments		
▪ British institute certificate in cleaning services (BICS), NVQ 2 in Horticulture or knowledge and skill at equivalent levels		√
▪ Able to demonstrate a level of literacy to the equivalent of Grade C English GCSE	√	
▪ Pesticide Application Certificate PA1 – PA6	√	
▪ Full, current driving licence	√	
Work Experience		
▪ Working knowledge and experience of undertaking grounds maintenance, caretaking, general cleaning and basic repairs duties	√	
▪ Some experience of working in a domestic/cleaning environment	√	
▪ Some experience of working to deadlines and prioritising work loads	√	
▪ Some practical experience in operating hand tools and light machinery		√
▪ Some experience in understanding simple verbal instructions and undertaking duties as requested	√	
▪ Recent experience in interpreting written instruction and maintaining simple written records	√	
▪ Working knowledge of Health and Safety legislation	√	
Skills		
▪ Good communication skills including ability to understand spoken English	√	
▪ Basic communication skills for reading written instructions and updating records	√	
▪ Excellent interpersonal and customer care skills	√	
▪ PC literacy Ability to use and update computerised systems (including PDA) for work scheduling		√

ESTATE TECHNICIAN
Duties and responsibilities

Job Purpose	To provide an effective estate maintenance service, primarily focussing on empty properties that meets customer and organisational needs.
All tasks to be carried out in line with Group Policy and scheme specification, the below are provided as an indicative list of the types of tasks asked of this role, it is not an exhaustive list and other duties requiring similar skill levels may be required.	
Specific	• Applying herbicides and pesticides for the treatment of weeds and moss • Maintain communal lawn areas using ride on and pedestrian machinery • Remove and dispose of litter and bulky items (fly tipping) • Maintain lawn edges with appropriate machinery and tools • Maintain communal pathways, car parks and drying areas • Undertake minor tree surgery where required • Maintain communal shrub areas with appropriate machinery and tools • Carry out risk assessments where applicable • Check and test communal and emergency lighting and adjust timers • Check communal entrydoors and code key fobs as required. • Ensure fire exits are kept clear • Carry out fire alarm tests, meter readings and legionella testing as required. • Remove graffiti • Clean and fix notices • Check laundry areas / clean filters etc as necessary • Ensure internal areas are kept clean and carry out deep cleaning of floor covering as required (carpet and vinyl).
External areas	• Clear low level gutters and drain gullies • Litter picking all communal areas • Cleaning / disinfecting bin stores • Check communal lights and replace or report to line manager • Clean all exposed bulbs, shades and bulkheads • Arrange for timing adjustments to be made to external lighting • Removal of graffiti • Dispose of bulky items (fly tipping) • Maintain drying areas • Minor fencing repairs to include make safe and replace • Repairs to damaged gates including ironmongery • Minor paving works • Replace / install rotary dryers to communal areas • Remove moss from drying areas • Clean notices to include scheme signage • Fix and make good notices • Sweeping of car parks, paths etc • Low level window cleaning • Visually inspect child play areas and report defects to line manager

General	• Assist with access and monitoring of contractors • Attend site inspections • Act as first point of contact to residents/respond proactively to need • Liaise with residents regarding anti-social behaviour and report to office • Liaise with scheme managers and act on requests where appropriate • Report any abandoned vehicles and ASB issues to line manager • Be responsible for company issued electronic devices inc phone, PDA, sat nav etc • Identify any H&S issues and report to line manager • Carry out basic redecoration and repairs to communal areas and report any further maintenance to line manager • Maintain vehicle, tools, trailer and equipment in line with Group policies • Carry out vacant property clean and clears • Renew stocks of rock salt as per specification • Carry out role specific risk assessments • Office removals and scheme decants • Weekly stock control checks • Completion of daily and weekly departmental paperwork