

Job capsule supplementary information	
Position	Kickstart Estate Services Assistant
Department/ location	Operations – Estate Services
Reports to	TBC
Staffing responsibilities	None

Role purpose

Estate Services deliver caretaking, grounds maintenance and bulk refuse collections to residents on housing estates. The services they provide are among the ones that matter most to our customers

ROLE

The role will learn about all parts of the service and be expected to carry out all the different areas of work undertaken by Estates Services Team

Work Hours – 5 hours per day x 5 days

Work Pattern – Monday - Friday

Location - Based within one of five teams covering different patches in Barnet

Salary - National Minimum Wage

Employability Wraparound Support – provided by BOOST

Main duties and responsibilities

- Carry out cleaning duties in a pre-designated area
- Undertake basic gardening duties
- To form part of special cleaning team using mechanical cleaning equipment
- To report repairs
- To be responsible for the removal of bulk refuse and rotating of Euro-bins
- To report issues regarding the quality of estate services
- To ensure that a high level of confidentiality is maintained in all aspects of work.
- Take a “one business” approach to working with colleagues in all parts of the organisation
- Participate in all training
- Ensure that all work is carried out safely and complies with COVID 19 requirements

General Obligations

Performance management

Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users’ empowerment is embedded across the Group

Flexibility

Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.

The Barnet Group commitment

Deliver the Barnet Group commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The

Barnet Group delivers. Demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults

Person Specification

Job title: Kickstart Estate Services Assistant

Education, Qualifications, Memberships

Functional skills in Maths and English

Educated to secondary school level or with post school equivalent

Experience

Experience of working in a team

Experience of managing own time

Skills and Knowledge

- Sufficient verbal and written skills to read H&S instructions and complete forms
- Communication skills
- Ability to follow through on enquires, requests or complaints and ensure that the customers' expectations have been met
- Team working approach
- Taking ownership and solving problems
- Ability to work flexibly with minimum supervision
- Staying positive, friendly and professional in difficult situations
- Basic knowledge of building repairs and maintenance
- Understanding of the landlord's responsibilities
- IT skills including ability to use a mobile phone, camera and PC with Word and Excel
- Physically fit and energetic, able to use access equipment such as ladders

Values	Behaviour Indicators
<ul style="list-style-type: none">• Show respect	<ul style="list-style-type: none">• Treat other people as you wish to be treated yourself
<ul style="list-style-type: none">• Find solutions	<ul style="list-style-type: none">• Think outside the box, and be innovative
<ul style="list-style-type: none">• Make a difference	<ul style="list-style-type: none">• Go the extra mile to show your customers you really care
<ul style="list-style-type: none">• Be person-centred	<ul style="list-style-type: none">• Treat everyone you meet as an individual, and remember, one size does not fit all