

# Job Description

## General Assistant

*Final*

*Date: September 2017*

**POST:** General Assistant

**SERVICE:** Landlord Services

**SECTION:** Tenancy & Estate Management Team

**BAND:** 4

**REPORTS TO:** Principal Tenancy & Estate Officer/Tenancy & Estate Manager

**TYPE:** 1) /Mobile Working  
1c) Hot desking, any location.  
2) Field worker

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

## **MAIN PURPOSE**

To work as part of a small team providing a high quality tenancy and estate management and repairs service to tenants and leaseholders throughout the borough in accordance with service and specification standards. The post holder is an important part of the team and will help to ensure that housing estates and shared areas throughout the borough are clean and a pleasant place to live.

You will also be asked to carry out small maintenance repairs, gardening, weed removal and moving of furniture or other items from one area to another.

## **GENERAL INFORMATION**

As a member of the Tenancy & Estate Management Team you will ensure that all physical areas within your area of responsibility are clean, tidy and environmentally safe and that any problems are quickly identified and reported to officers within the team.

You will be expected to adopt a very pro active approach and ensure you take ownership of your area of responsibility and be accountable and aware of all estate related issues. You will be expected to 'make a difference', to improve the area for residents where possible and build positive relationships with residents and service providers whilst out on site.

You will also be reactive and respond as and when required to reports of dumped items or cleaning and clearing problem areas.

## **DUTIES**

1. To be directed by the Cleaning Liaison Officer to help monitor the Cleaning Contract by carrying out regular inspections of the cleaning in the shared parts of the blocks of

flats and sheltered housing accommodation. To inform and report back when performance is unsatisfactory.

2. To complete the cleaning quality audit forms and to note any anomalies within the flat blocks or sheltered housing complex including repairs, improvements needed or problem areas.
3. To be aware of health and safety issues and remove immediately any dumped items within the flat blocks and sheltered housing complex or any other area where there is a risk.
4. You will be responsible for cleaning small accumulations of rubbish on estates or in shared areas, and taking such rubbish to the communal tip.
5. You will be asked to carry out minor maintenance jobs using hand tools which may include such things as changing light bulbs, replacing batteries in smoke detectors, small fencing repairs, painting, weed removal, gardening, installing signs etc.
6. You will assist with the transportation and delivery of furniture and other items.
7. You will be called upon from time to time to work in and around various sheltered housing complexes assisting residents with putting up/taking down decorations, carrying out various minor maintenance repairs and removal of furniture etc.
8. To take immediate action to remove limited areas of graffiti on estate and housing buildings.
9. To attend relevant and up to date training courses
10. To ensure all health and safety policies, regulations and procedure are followed.
11. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.
12. Any other duties commensurate with the grade of the job and with regard to the Guidelines contained in the Code of Practice for the elimination of discrimination in the field of employment against disabled persons or person who has a disability.
13. Undertake all the duties within the framework of Equal Opportunities.

## PERSON SPECIFICATION

<b>Position Title:</b>	General Assistant	<b>Date Prepared:</b>	August 2017
<b>Department:</b>	Tenancy & Estate Management Team	<b>Band:</b>	4

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	A good knowledge and understanding of estate and tenancy management services.	✓		AF/I
1.4	Experience of working within a team environment.	✓		AF/I
1.5	Able to deal with members of the public by being sympathetic in sensitive situations.	✓		AF/I
<b>2.</b>	<b>SPECIAL ABILITIES</b>			
2.1	Must be able to travel around the district and various locations.	✓		AF/I
2.2	Ability to adapt to change.	✓		AF/I
2.4	Must be able to lift and carry using approved techniques.	✓		AF/I
<b>3.</b>	<b>COMPETENCIES</b>			
	<b>APPLYING EXPERTISE AND TECHNOLOGY</b>			
4.2	<ul style="list-style-type: none"> <li>a) Effectively apply appropriate technical skills</li> <li>b) Keep up to date with advances in own specialism</li> <li>c) Pass on expertise</li> <li>d) Seek ways to improve processes with the aid of new technology</li> <li>e) Recognise how different departments in the organisation impact upon each other</li> </ul>	✓		AF/I/T
	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b>			
6.2	<ul style="list-style-type: none"> <li>a) Work in a systematic way</li> <li>b) Consider customer needs fully</li> <li>c) Set a high standard for and monitor quality</li> <li>d) Draw attention to issues affecting levels of productivity</li> <li>e) Take steps to ensure key project objectives are always met</li> </ul>	✓		AF/I/T
	<b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b>			
6.3	<ul style="list-style-type: none"> <li>a) Accept direction without unnecessarily challenging others authority</li> </ul>	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> <li>b) Follow written procedures and policies</li> <li>c) Complete tasks on time</li> <li>d) Voice support for the organisation and its goals</li> <li>e) Follow safety rules and regulations</li> </ul>			
7.2	<p><b>COPING WITH PRESSURE AND SETBACKS</b></p> <ul style="list-style-type: none"> <li>a) Remain focused on work when under pressure</li> <li>b) Avoid emotional displays that may negatively effect performance</li> <li>c) Balance the commitments of work and of life outside work</li> <li>d) Maintain an optimistic outlook in the face of challenge</li> <li>e) Demonstrate an open and receptive approach to feedback</li> </ul>	✓		<b>AF/I/T</b>
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	Able to demonstrate good written and verbal communication skill		✓	<b>AF/I/T</b>
3.2	Full driving Licence. Please note that adaptations to the council's vehicles being used would be considered in line with the Equality Act 2010.	✓		<b>AF/I/T</b>
3.3	C1 category Licence. Please note that adaptations would be considered in line with the Equality Act 2010.	✓		<b>AF/I/T</b>