

Bernicia Group Role Profile

Title: Estate Operative

Reporting to: Team Leader Estate Services

Date: June 2020

Purpose

To undertake a range of estate based duties across across Bernicia's estates, schemes, and offices.

Accountabilities

Operational

- Deliver excellent, consistent and responsive estate management services, which include:
 - Estate and site inspections.
 - Fire detection & emergency lighting testing.
 - Fly tipping removal.
 - Litter picking.
 - Grass cutting and strimming.
 - Weed spraying.
 - Shrub bed maintenance.
 - Grafitti removal.
 - Footpath gritting.
 - Cleaning and disinfection of bin stores.
- Maintain a record of site inspections undertaken, responding to and reporting identified issues as required..
- Work closely with Housing Officers to ensure estates and communal areas are maintained to a high standard.
- Respond to specific service requests as required.
- Provide appropriate assistance to tenants as directed.

Corporate

- Implement health and safety policies and procedures; carrying out suitable and sufficient risk assessments according to risk assessment procedures.
- Comply with all relevant legislation, policy and procedure.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

Desirable Skills & Experience

- Good Standard of general education
- Good administration, organisational and prioritisation skills
- Excellent interpersonal and communication skills, both written and verbal.
- Good IT skills, particularly with Microsoft packages

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours (to be included when we have framework)	
Behaviour	Expectation

