



Job Description

Post:	Estate Services Operative
Directorate:	Technical Resources
Team:	Estate Services
Salary:	£31,736 per annum
Responsible to:	Estate Services Team Leader
Responsible for:	N/A

Purpose of Job

To work as part of a team to provide a responsive and comprehensive estate cleaning service.

To ensure the highest standards of cleanliness and upkeep for the common / communal areas of Poplar HARCA estate properties.

Based on the agreed cleaning standards, complete all duties and responsibilities using appropriate equipment and chemicals in accordance with best practice and Health and Safety guidelines.

Main Duties and Responsibilities

Operational

To assist in the cleaning of all common parts of Poplar HARCA estates, both in accordance with agreed schedules and guidelines and following instruction from an Estate Services Team Leader or Estate Services Manager which, not exclusively, will include:

- the sweeping and / or washing of all communal staircases, foyers, balconies, passages, courtyards, car parks, hard standing areas, chute chamber rooms and refuse storage rooms/areas.
- the cleaning and / or washing of lift car floors and walls, lamp shades and diffusers, estate signs, estate furniture and other such communal fixtures and fittings as may be prescribed.
- the removal and clean disposal of any overspill in refuse container storage rooms/areas.
- the removal of bulk refuse from the estates.
- the rotation of refuse containers to avoid such overspills.
- the emptying and cleaning of estate litter bins and other waste receptacles.
- the removal of weeds and other plant material, as required, from hard standing areas.
- the removal of all graffiti from the estates.
- assisting with snow and leaf clearing where required, applying salt on hard surfaces or adopting other appropriate methods as directed

- To maintain all grassed areas on the estates
- Taking appropriate care of equipment necessary for the completion of the above duties.

Health & Safety

- To report promptly to a senior officer any matters discovered during the course of their duties, which might be considered to prejudice the health, safety or well being of staff, residents of, and / or visitors to, the estate.

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

Hours of duty and Weekend Cover

Staff will be required to work a 7 hour day, on a rota basis, between the core hours of 8am to 6pm.

In addition, all staff will be required to cover routine tasks on a rota basis, one weekend in four. Staff will be paid their normal hourly rate for the completion of this work. Consequently overtime and travelling expenses are not payable for this work.

Person Specification

Post: Estate Services Operative

Salary: £31,736 per annum

Team: Estate Services

Directorate: Technical Resources

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	N/A
2. Skills	a. Ability to follow written and verbal instruction, meeting deadlines as required. b. Ability to work flexibly as an individual and as part of a team. c. Ability to work during and out of regular office hours. d. Ability to move bins and heavy equipment, with the use of adaptations if necessary. e. Ability to work weekends and bank holidays on a rota basis. f. Able to understand, and operate in, a resident led environment.
3. Experience	a. Experience of cleaning public buildings / areas and/or of grounds maintenance. b. Experience of using a wide range of tools and equipment c. Experience of using approved chemical cleaning agents on various surfaces.
4. Knowledge	a. Basic knowledge of health and safety at work practices
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving