

Job Description

ROLE TITLE	Estates Coordinator
DEPARTMENT	Property Services
RESPONSIBLE TO	Head of Property Services
PROJECT AIMS AND OBJECTIVES	<ol style="list-style-type: none"> 1. To lead a multi-disciplinary team to ensure that PRHA's estate environments are kept to the highest standards. 2. The post holder will manage and supervise the Specialist Cleaning Operatives, Estate operative/s and Grounds Maintenance Operative/s. And where necessary to ensure cover for staff, when sick or on holiday, is provided through close management of rotas and the deployment of the estate operatives. 3. The post holder will carry out a rolling audit programme of all sites – working with the estate operatives to ensure areas are clean, communal lighting coverage is maintained and external areas are tidy, clean and cleared. 4. Working as part of the Property Services Team the post holder will delegate light bulb changes to the estate operatives; schedule in standard void cleans and deploy external contracts for specialist environment cleans. 5. The Post holder to work closely with Maintenance Surveyor to assist in the cleaning of void properties where required. 6. The Post holder will ensure that all sites where Providence Row provides the cleaning/grounds maintenance services have sufficient supplies to enable the estates team to thoroughly clean the premises. 7. The Post Holder will ensure that all staff follow established health and safety practice and guidance. That all relevant legislation is followed. For the post holder to ensure that all health and safety risks.
ROLE PURPOSE	<ul style="list-style-type: none"> • To lead on ensuring that all PRHA buildings are cleaned to the highest standard. Both day to day cleaning, scheduling deep cleaning programmes and ensuring external grounds are maintained. • To ensure graffiti is removed within 48 hours of being reported. • Ensure that the estate budget is controlled. • Ensure that all estate staff work in a safe and efficient manner and minimise risk to residents and users of the buildings.



	<ul style="list-style-type: none"> • To ensure that standards are maintained as set in the agreed service specification for each role within the estates department. • To work with the Property Services Manager to maintain high levels of customer satisfaction.
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Main areas of responsibility

<ul style="list-style-type: none"> • To work alongside members of the staff team to create a safe and welcoming environment. • Manage all issues of health and safety concerning all aspects of the Estate management service. • Ensure that staff have regular updates on health and safety and any other training that is relevant to the work that is being carried out by the cleaning team. • To manage the Estate team to ensure that all areas of the building as deemed appropriate are of the highest cleaning and environmental standard, including, but not exclusively; offices, corridors, toilet areas, halls, meeting rooms and communal, pathways and gardens. • To undertake regular monthly cleaning audits of all PRHA's estates including weekly visual checks. • To monitor and ensure that sufficient cleaning and PPE supplies are provided for the onsite cleaning staff at all times. • Carry out regular one to ones and annual performance reviews with staff. • If required provide cover for staff in times of absence due to sickness or holidays. • Any other duties that would reasonably be expected of the post holder.
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General

Estates Team Leader

Person Specification

KNOWLEDGE/SKILLS/EXPERIENCE/ COMPETENCIES	
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<u>Essential</u>	<ul style="list-style-type: none"> • No formal qualifications are required but the post holder must be able to read and write. • Experience of managing teams across different sites. • Be able to instruct and manage team members.
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	<ul style="list-style-type: none"> • Knowledge of operational estate management & cleaning practices. • Knowledge of Health and Safety Policies and Procedures. • The ability to work in an organised manner. • The ability to understand direct instruction from the Line Manager or the Senior Management team. • The ability to work independently but also is a good team player when the need arises. • Experience of undertaking general cleaning activities/ and or estate management services • Develop good relationships with others by behaving with integrity, treating people with respect and leading by example. • Demonstrates a professional approach which generates credibility and confidence. • Able to respond to challenging behaviour calmly and safely. • Able to lead a multi-disciplinary team • Experience of purchasing and managing small budgets.
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<p><u>Behaviours</u></p>	<ul style="list-style-type: none"> • Customer focused • Non judgemental • Self-motivated • Adaptable and Flexible
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