**Job Description**

Job Title: Estates Officer (Housing)

Pay Grade: W3 – W4

Directorate: Communities

Team: Resident Services

Reporting to: Housing Team Leader (Tenancy)

Budgetary Responsibilities: None

Job Purpose:

To deliver a high-quality, customer-focused estate management service across the Council’s housing stock.

The Estates Officer will be responsible for maintaining clean, safe, and well-managed communal areas, ensuring compliance with health and safety standards, and working closely with residents, contractors, and internal teams to enhance the quality of life on our estates.

Main Tasks:

1. Conduct regular estate inspections to identify and resolve issues such as fly-tipping, vandalism, repairs, and grounds maintenance concerns.
2. Monitor and manage communal cleaning and grounds maintenance contracts, ensuring high standards and value for money.
3. Management of any Housing related CCTV or camera equipment as required.
4. Respond to and investigate estate-related complaints and service requests from residents.
5. Liaise with contractors and internal teams to ensure timely completion of repairs and maintenance works.
6. Support the management of communal facilities, including bin stores, play areas, and parking spaces.
7. Ensure compliance with fire safety, health and safety, and other statutory requirements in communal areas.
8. Maintain GIS mapping software in relation to Housing Assets and land.
9. Provide support to access meter rooms/cupboards for regular and ad-hoc meter readings to ensure accuracy of billing and facilitate essential works by energy providers.
10. Work with Housing Officers and ASB Officer to address estate-based anti-social behaviour.
11. Promote resident engagement by attending estate walkabouts, resident meetings, and community events.
12. Maintain accurate records of inspections, actions taken, and outcomes using housing management systems.
13. Contribute to service improvement initiatives and support the delivery of estate-based projects.
14. Provide timely, accurate and proactive responses to MP and Councillor enquiries.
15. Ensure that a professional, pro-active, and friendly service is provided to all residents.
16. Work collaboratively with Council departments such as Neighbourhoods, Environmental Health and Property Services to resolve estate issues promptly and increase satisfaction amongst residents.

Financial Responsibility: *N/A*

Other Responsibilities:

* To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**Person Specification**

**Key:**

E = Essential, D = Desirable,
A = Application Form, I = Interview, P = Presentation

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
|  **Criteria** |  **Standard** | **E/D** | **Measure** |
| **Education & training** | * Good general standard of education to GCSE level – 5 GCSE’s

 * CIH or an equivalent other recognised housing qualification

 * Extensive knowledge of social housing legislation

  | E   D   E | A  |
| **Experience** | * Experience in housing, estate management, or a related field.
* Strong understanding of health and safety and fire safety in communal areas.
* Excellent communication and interpersonal skills.
* Good listening skills and the ability to build a rapport with a diverse network of individuals
* Ability to work independently and manage a varied workload.
* IT literate with experience using housing or asset management systems.
* A proactive, solution-focused approach to problem-solving
* Able to handle conflict, difficult conversations and negotiations professionally and persuasively with customers either face-to-face, by phone or online, including those who may be in difficult and/or emotionally charged situations
 |  E E EE E E EE | A/I A/IA/IA/I A/I A/IA/IA/I |
| **Special Requirements** | * Knowledge of social housing legislation and tenancy management
* Experience working with contractors and managing service contracts
* Full UK driving licence and access to a vehicle
* Willingness to undertake occasional evening or weekend work
 | D D E D | A/IA/IA/I A/I |
|  | * Willing to work flexible hours, evenings and weekends as required
* Willing and able to undertake training if required
* Candidates must have a flexible approach regarding duties undertaken
* Empathy
* To demonstrate what excellent performance looks like in a customer facing Housing organisation and assist us to achieve our objectives in line with our values and vision
 | E   E   E   E    E  | A/I  |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | Yes |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No Choose an item.  |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **2** |
| Delivering for our Customers | **2** |
| Making Change Happen | **2**  |
| Team and Partnership Working | **2** |
| Communicating Openly | **2**  |
| Performance Management | **1** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).