

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: Housing Estates and Improvement

JOB TITLE: **Estates and Environment Improvement
Officer**

ROLE PROFILE

Job Title:	Estates and Environmental Improvement Officer
Directorate:	Housing
Division:	Housing Estates and Improvement
Grade:	Grade 9
Hours (per week):	36
Reports to:	Estates and Environmental Improvement Team Manager
Responsible for:	N/A
Role Purpose and Role Dimensions:	Drive continuous and effective improvement in delivering quality estates and environmental works on estates and communal areas.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	<ul style="list-style-type: none">• Contractors• Residents and residents' groups and panels• External agencies• Members of the GLA and Parliament• Ombudsman• Police• Prison Service and Probation Service• Health services• Schools• Regional and central government representatives• Lawyers• Inland Revenue• Job centre Plus• Age UK, Mind

- Citizens Advice Bureau,
- Police
- Solicitors, County Courts
- Other local authorities

Key Internal Contacts:

- Members of the Council
- Staff and teams within the Housing Directorates
- Trade union representatives

Financial Dimensions:

- Responsible for monitoring budget spend controlling spend and achieving value for money.

Key Areas for Decision Making:

Quality of works

Other Considerations:

You may, from time to time, be required to work outside of regular office hours including weekends and evenings to attend meetings and community events.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Quality and Assurance Monitoring

Key Elements:

This will involve:

- Ensure that works are

delivered to a high standard and in line with works specified.

- Liaise with contractor, inspect works, raise and address quality issues.
- Financial payments approved for works carried out which are quality assured.
- To be proactive in monitoring customer satisfaction, responding to areas for improvement identified in tenant surveys, and taking responsibility to ensure continued awareness of current best practice, to ensure the delivery of a quality service.

Communication and Stakeholder Engagement

This will involve:

- Provide feedback to residents and teams within housing and communication.
- To establish and maintain effective, customer-oriented communications between the central office and tenants, residents' associations, and Housing Panels across the borough.
- To work with manager and colleagues across the service to develop and deliver improvements.

Data Management and Compliance

This will involve:

- Ensure work status data is accurate and that this is reconciled on our internal Housing Management system in a timely manner.
- To maintain a working knowledge of the relevant legislation, statutory instruments, codes of practice and departmental

policies and procedures, and ensure that these are adhered to within the service.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

Estates and Environmental Improvement Officer

Essential knowledge:

- Knowledge of construction and design and construction related defects and how to avoid them.
- A thorough knowledge and understanding of relevant and current, codes of practice, building regulations, health and safety legislation (including CDM), standards to ensure these are delivered and effectively incorporated within all operations
- Knowledge and application of robust systems health & safety management to minimise the risk and monitor works delivered by contractors.
- Knowledge of procurement law, project and contract management
- Microsoft Office Suits

Essential skills and abilities:

- Ability to develop and implement measures for identifying and responding to customer demands and expectations.
- Ability to plan own workload effectively on a wide range of concurrent issues and projects, meeting all required deadlines.
- Ability to analyse customer feedback and provide recommendations for improvements.
- Manage complaints through the complaints process, including receiving, taking ownership, providing written responses.
- Constantly seeking to challenge and improve performance and service delivery with new ways of working, products, and technology
- IT literate and proficient in using all Microsoft Office packages including Outlook.
- Ability to develop and achieve results through partnership working both internally and externally.
- Financial and budget management ability including implementing, overseeing and monitoring cost to ensure that projects delivered do not exceed costs agreed
- Ability to communicate in a variety of styles, including the production of reports and other forms of communication materials, to present often complex issues to a wide range of audiences in an appropriate and succinct manner.
- Ability to work effectively with senior Members, Executive Directors, Directors and other organisations in Croydon.
- Ability to work effectively within a complex, politically directed organisation, recognising and responding appropriately to politically sensitive situations.
- Ability to foresee and minimise risks.
- Experience of working with residents and involving them in monitoring and shaping services
- Co-ordinating and taking a hands-on approach to projects

from start to finish to a high standard of quality and satisfaction.

- Providing technical expertise, problem solving and guidance ensuring effective processes are applied and continually improved.
- Ensuring specifications are accurate in relation to cost and quality, undertaking quality checks to improve and maintain standards.
- Providing briefings and updates using a range of methods
- Experience of building strong relationships with both internal and external stakeholders to ensure strong and collaborative teamwork, to achieve strategic objectives.
- Creation, implementation and monitoring of effective management tools to consistently maximise and improve performance.
- Carrying out performance monitoring, providing clear commentary, explanation, and analysis of data with for updates/reports/scorecards. Attend / provide feedback to committees, boards working groups.

Essential experience:

- Experience of building strong relationships with both internal and external stakeholders to ensure strong and collaborative teamwork, to achieve strategic objectives.
- Creation, implementation and monitoring of effective management tools to consistently maximise and improve performance.
- Carrying out performance monitoring, providing clear commentary, explanation, and analysis of data with for updates/reports/scorecards. Attend / provide feedback to committees, boards working groups
- Experience of managing external contractor, monitoring monthly performance and understanding of costs; specifically, NHF – National Housing Federation SoRs and ROSs

Special conditions:

N/A

Competencies

These are the competencies for Officer level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First	Respects and engages with customers actively and calmly, no matter what the situation, keeping their own emotions in check. I resolves customers' issues in a timely, pragmatic way, taking account of appropriate legislation and follows-up to a conclusion and honest with customers about how problems will be dealt with.
-------------------------------	--

We Deliver Effective Service	Prioritises and organises self to make the most of time and resources. Has a 'can do' attitude in delivering what they say they will to a high standard. Solves problems in a resourceful way, overcoming obstacles. Solves problems involving others when necessary. Makes decisions, following correct processes and using data.
We Adapt and Change	Demonstrates personal adaptability, is calm and remains constructive in time of change. Finds better ways to do things, suggests improvements. Learns lessons from feedback and mistakes to develop themselves. Resilient and manages pressure effectively.
We Collaborate Constructively	Understands impact of own actions on others and manages these effectively. Builds good relationships within own team and with other departments who can help solve customer problems. Knows what other teams do, communicates for information, and shares resources and information to get the best outcome. Collaborates with colleagues, treats people fairly and includes everyone irrespective of their background or experience.
We Communicate with Impact	Communicates clearly, openly, and honestly in language people will understand. Asks questions to understand others' needs and issues and listens attentively and with empathy. Gives difficult messages sensitively, ensuring they have been understood. Diffuses conflict constructively. Considers the impact of their message and adjusts their approach accordingly. Influences others with empathy and logic.