

HILLHEAD HOUSING ASSOCIATION 2000

POST OF ESTATES OFFICER – TAS 4

JOB DESCRIPTION

REPORTING TO THE DEPUTE DIRECTOR/HEAD OF ASSETS

1 OBJECTIVES OF THE POST

- 1.1** To help maintain and enhance the Hillhead estate as a safe, clean and well-kept environment.
- 1.2** To deliver a high-quality Estates Service across Association properties, estates, common areas and voids.
- 1.3** To support inspections, minor repairs, safety checks, estate maintenance and practical tasks.

2 MAIN DUTIES

2.1 Deliver an effective Estates Service by:

- Supporting the Senior Estates Officer.
- Installing interlinked battery-operated smoke and heat detectors.
- Inspecting play parks and replacing equipment as required.
- Installing drying equipment and clothes poles.
- Completing minor heating repairs, including boiler top-ups and radiator bleeding.
- Completing minor joinery, decoration, plumbing and electrical reset tasks.
- Carrying out small maintenance works in common areas.
- Clearing void properties and arranging appropriate disposal.
- Replacing fire safety notices and removing hazards in common closes.

2.2 Support void property management by:

- Valeting voids before reletting.
- Tidying void garden areas as required.
- Securing voids and arranging security screens where needed.
- Taking gas and electricity meter readings.
- Providing access for utility companies.

2.3 Maintain maintenance and stock records by:

- Keeping maintenance stock records up to date.
- Keeping the storage container tidy and organised.

2.4 Support estate inspection and maintenance by:

- Carrying out estate management inspections of common areas, open spaces, non-adopted pathways and roads using Pronto Forms, updating records and raising follow-up actions with relevant staff.

- Washing tree grilles and bollards.
- Maintaining planted shrub areas.
- Arranging grit bin refills and gritting common areas as directed.
- Removing leaves from common areas.
- Keeping the office pick-up clean and tidy.
- Hand-delivering letters and leaflets as directed.

2.5 Support service improvement by:

- Achieving agreed development objectives.
- Helping deliver a high-quality service to tenants.

3 OTHER ACTIVITIES AND FUNCTIONS

3.1 Maintain accurate paper and electronic records for estate and property inspections, completed jobs, keys and related activities.

3.2 Provide receipts and invoices for materials purchased.

3.3 Undertake any other reasonable duties commensurate with the work of the Association as deemed necessary by the Depute Director/Head of Assets.

4 HEALTH AND SAFETY RESPONSIBILITIES

4.1 Adopt safe working practices at all times.

4.2 Ensure work is completed safely and voids are left secure.

4.3 Complete risk assessments for tasks such as working at height, lone working and manual handling.

4.4 Carry out vehicle safety checks, including tyres, washer fluid, lights and oil.

4.5 Attend training as required.

5 HOME SAFETY SERVICES

5.1 Remove trip hazards or items blocking escape routes.

5.2 Assist with moving furniture where required.

5.3 Disconnect and reconnect washing machines where required.

5.4 Change batteries and install smoke, heat and CO alarms as directed.

6 DELEGATED AUTHORITY FOR PEOPLE

6.1 None.