



Estate Officer

Recruitment Information Pack

January 2021

8. Job Role

Contents

1. Job Advert
2. Chief Executive's message
3. About BHA
4. Vision and Values
5. Terms and conditions of employment
6. How to apply
7. The selection process
8. Staff structure



8. Job Role

I. Job Advert

Estate Officer

£25,000 plus benefits

London, NI

Are you looking for an exciting opportunity to make a difference? Do you want to help us improve the work we are doing to strengthen our local community?

BHA is a small neighbourhood housing association based in Islington. We are a small team and believe that every single role is important and will make a difference. We are looking for an estate officer who will make a vital contribution to the lives of our residents and wellbeing of our community.

We play a vital role in managing homes and delivering essential services in the community and are looking for an exceptional person who is able to share our values, be ambitious for BHA, drive up performance and meet the challenges of the current environment.

This post offers a special opportunity to work with the Barnsbury team taking responsibility for maintaining and improving the local environment and making a positive contribution to the cleaning, health and safety and appearance in and around the communal areas of our housing stock and the wider neighbourhood. You will be able to make a positive impact on the quality of people's lives, by helping to improve their environment and addressing their concerns.

Your duties will include ensuring the housing stock is safe and well maintained, by carrying out cleaning, inspections and working closely with other housing colleagues, including partner agencies such as the Police and council departments.

You will be working as part of a team and is a customer facing role of Housing Services, so you need excellent communication skills, as you will be working in and around neighbourhoods on a daily basis interacting with tenants. You will need to effectively deal with their concerns and work with colleagues throughout the service to make our neighbourhood a cleaner and safer place to live.

To download the recruitment pack please visit: <http://barnsbury.org/about/vacancies/>

If you would like an informal discussion about the role or have any questions please do not hesitate to contact Vivienne Astall either by telephone: 020 7704 2324 or by email: vivienne@barnsbury.org

CLOSING DATE: Friday 5th February 2020

All applications must be submitted to vivienne@barnsbury.org

8. Job Role

1. Message from Susan French, Chief Executive

Dear Applicant

Firstly, thank you for your expression of interest in this role. This is a great opportunity to join BHA and make a difference to the lives of our residents. This is a new role and will promote a safe and secure living environment as well as helping us to learn more about the estate services our residents want in an efficient and cost-effective way.

Barnsbury is a unique organisation. Although small (we have 300 homes in and around the lovely Barnsbury neighbourhood of Islington), we are creative and ambitious and determined to make a difference. Formed in 1967, we are proud of our history and roots, whilst very much looking to the future. Our values - to Connect, Anticipate and Build - lie at the heart of how we work and we are passionate about making a lasting difference to the people and neighbourhoods we work with.

Key to delivering this is our ability to forge strong relationships with our tenants, buildings innovative partnerships with other community and voluntary organisations and taking a long-term view of our role as a landlord and community builder. This role will play an important part in delivering that vision for Barnsbury and our communities.

This post is an ideal opportunity for someone with caretaking experience and likes working with people. We have a clear and ambitious vision for the future and we want an Estate Officer who can support this vision and make a real difference to BHA and our tenants.

If you would like an informal discussion about the role or have any questions please do not hesitate to contact Vivienne Astall on 4020 7704 2324 or by email: vivienne@barnsbury.org

Completed applications must be received by **Friday, 5th February 2021** and sent to [**vivienne@barnsbury.org**](mailto:vivienne@barnsbury.org).

We look forward to receiving your application.

Yours sincerely



Susan French
Chief Executive

8. Job Role



2. About BHA

We are a small neighbourhood-based housing association working in and around the Barnsbury area of Islington. Our purpose is to provide secure homes and communities. We have preserved some of Islington's finest heritage buildings.

You can find more about our history on our website. www.barnsbury.org.

We have 300 homes and are proud of being part of the Barnsbury community. We are a small team and aim to give a responsive and personable service to all who live in our homes. We want to strive to do better and deliver the services our residents most want. Our other priorities include planning for the climate emergency and providing more homes.

Our work is overseen by a board of volunteers who meet to discuss the work, policies and strategic direction of BHA.

Our Office

Our main office is located at Cloudesley House, Cloudesley Street, Islington N1 0HU, a short walk from Angel Underground station and close to both Kings Cross and all the shops, restaurants and amenities of Islington.

This post will be based on the estate in Barnsbury.

3. Vision and Values

We are building a successful community, a place to belong and grow, we believe that together we can thrive.

We are working towards this new vision where we want to be a more than a landlord, exploring opportunities to be a community builder and ensuring our residents achieve the best outcomes for themselves.

Our next steps will be working with our residents in developing our vision for the future.

The three cornerstones to our business are:

We Connect

We want to:

- be known for having a strong relationship with our residents
- be trusted by you and known locally as a force for good in Islington
- be known for getting results and being open to new ideas.

We live this value by:

- respecting people
- demonstrating honesty and integrity
- being customer-focused
- being approachable

We Anticipate

We aim to:

- Be able to help as your needs and mobility change over the years
- Use technology with care to enhance our services without losing face to face contact
- Be creative and progressive, testing and improving new ways of working
- Lead the way by having greener, more energy efficient homes.

We live this value by:

- thinking and planning ahead
- thinking creatively and innovatively
- being imaginative in finding new and better ways of working

We Build

We aim to:

- contribute to Islington's growing and developing communities
- be the council's preferred partner for house building on its smaller sites
- be quick to make best use of our assets to provide more and better homes locally
- work to a well-thought through strategy that uses our assets for the good of Islington's people and businesses.

We live this value by:

- being dependable and trusted
- behaving professionally
- delivering on promises
- working collaboratively

8. Job Role

4. Terms and conditions of employment

Salary:	£25,000
Pension:	BHA operates a pension scheme which employees are eligible to join after successful completion of the probationary period. BHA contributes between 5 and 10% of salary depending on length of service and employee contribution.
Holiday entitlement:	25 days plus bank holidays
Working hours:	35 hours per week with some flexibility as and when required.
Location:	London, NI
Probationary period:	Six months
Notice period:	1 month

8. Job Role

5. How to apply

Only formal applications using the prescribed form will be accepted.

Please submit your application form with a supporting statement, ensuring that you provide information in respect of all of the following key areas:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role

All applications must be submitted by email to vivienne@barnsbsury.org

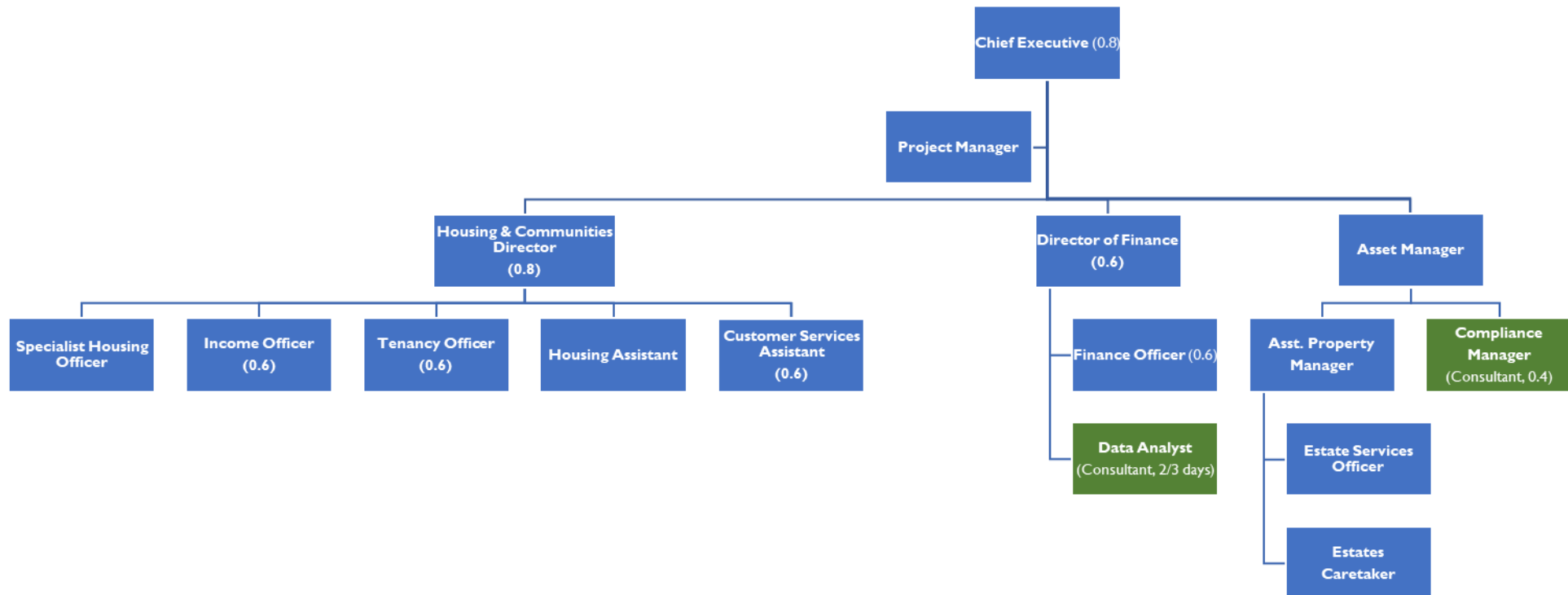
Completed applications must be received **by Friday 5th February 2021**

8. Job Role

6. The selection process

- A. Deadline for application submission – Friday 5th February 2021
- B. First interview – Wednesday 10th February 2021
- C. This interview will be with the Vivienne Astall, Housing & Communities Director and Lorraine Sindrey, Assistant Asset Manager

7. Staff Structure



8. Job Role

Job Title	Estate Services Officer	Direct Reports	
Reports to	Assistant Property Manager		

Overall Responsibility:

- To provide a visible, accessible and, customer focused estate-based estate service to tenants, making a positive contribution to maintain and improve the local environment.
- Be a vital interface between the residents, staff and contractors.
- Supporting the Housing team and working with partner agencies such as police and Parkguard on a wide range of housing matters, including noise and environmental nuisance and tenancy matters.
- Connecting with residents, signposting and helping them with accessing services
- To be the proactive and professional 'public face' of Barnsbury HA, treating tenants with courtesy and respect at all times and demonstrating BHA vision and values in day to day work.
- Encouraging resident feedback for estate services is acted upon to improve the quality and value of services and the environment
- Carrying out daily cleaning and caretaking tasks

Key Responsibilities and Outcomes

- Carrying out daily cleaning and caretaking tasks so that estates and buildings are kept clean and tidy and are places tenants are proud to live in
- To undertake regular inspections and act on hazards identified as well as identifying the need for improvements.
- Manage an agreed schedule of health and safety compliance inspections, recording findings on i-auditor
- Attend regular estate inspections with team members and residents, identifying any dumped rubbish, vandalism, repairs, abandoned vehicles etc and work with the office team to resolve issues quickly
- Act as the 'eyes and ears' of BHA on the estates, reporting any issues of concern including anti-social behaviour and safeguarding concerns and working proactively with the Housing Manager where necessary, maintaining and respecting confidentiality
- To work in partnership with other agencies to ensure effective and joined up tenancy and estate management services are provided.
- Assist with parking management on estates
- To ensure new residents settle in to their new homes giving good advice on how the features of their home works.
- Check and ensure that communal noticeboards are kept current and relevant and deliver letters to tenants as required
- Respond to any emergency situations and provide an out-of-hours on call service for part of each week, if necessary

8. Job Role

- Maintain a stock of supplies and equipment
- Ensure the office and community rooms are safe, welcoming and well-functioning
- To contribute to the continuous improvement of Barnsbury's estates and services.
- Seek and act on resident feedback to plan service improvement on site to raise resident satisfaction.

Personal Competencies	Skills / Experience
<ul style="list-style-type: none"> ▪ Strong communication skills and commitment to quality customer service, with a can-do approach and using initiative to finding solutions ▪ Ability to organise own workload and possess effective time management skills and the flexibility to prioritise and switch between tasks ▪ Able to work unsupervised and able to work as part of a team. ▪ Have an innovative approach, looking for opportunities to improve and enhance BHA services and estates. ▪ Have empathy and able to listen to our residents, understanding their needs and respond appropriately ▪ Good problem-solving skills and apply judgement confidently. ▪ Ability to manage IT systems. 	<ul style="list-style-type: none"> ▪ Health & safety and COSHH awareness ▪ Ability to carry out a range of general maintenance work ▪ Experience of caretaking, cleaning and grounds maintenance ▪ Ability to manage the physical demands of the role ▪ Experience of using specialist equipment

Other Requirements:

- A DBS check is required



8. Job Role