

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Horticultural and Estates Officer</b>
<b>GRADE:</b>	<b>8A</b>
<b>REPORTING TO:</b>	<b>Estates Team Leader</b>
<b>RESPONSIBLE FOR:</b>	<b>No Direct Reports</b>

### **ROLE SUMMARY**

To deliver a pro-active, customer-focused estate service that works alongside the teams within believe housing and also with external partners to ensure our estates are maintained to a high standard. To have a particular focus on ensuring that all communal areas and other external areas on estates remain clean, safe and free from litter and fly-tipping.

### **MAIN DUTIES & RESPONSIBILITIES**

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Regularly inspect estates and take appropriate action to maintain a high standard of environmental cleanliness
- Report any potential breaches of tenancy or issues in relation to private properties
- Carry out minor repairs to our properties to prevent further deterioration or vandalism
- Carry out inspections to our communal areas within flat blocks as required
- Under-take general gardening and maintenance tasks to our properties and areas of land as required
- Assist in the delivery of leaflets or other information to residents as required
- Be the first point of contact responding to vulnerable and elderly customers requiring the handyperson service
- Liaise with Durham County Council or other agencies to resolve pest control issues
- Work in partnership with Durham County Council and other agencies to identify and resolve any safety risks or hazards on estates, including dangerous trees, street lighting, pot holes or broken pavements



- Carry out needle searches to void properties where required
- Report any outstanding repairs in respect of believe assets
- Support believe in the training and development of any apprentices through their day to day work
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety & Transport Policies
- Comply with the organisation confidentiality and information security policies at all times
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

## PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	A full UK driving licence	<p>Able to demonstrate a good standard of numeracy and literacy</p> <p>Able to demonstrate a good knowledge of current health and safety requirement applicable to the post</p>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Experience		<p>Experience of working in a customer environment</p> <p>Experience of working with disabled, older and vulnerable people</p> <p>A practical knowledge combined with experience in undertaking basic routing repair and maintenance skills</p> <p>A practical knowledge combined with experience in horticulture including using handheld machinery for cutting grass, hedge trimming, tree pruning</p> <p>Proven experience of carrying out landscape maintenance and cleaning</p>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Skills/knowledge	<p>A positive attitude to customer service and personal development</p> <p>Ability to follow a systematic work pattern</p> <p>Able to adopt a flexible approach to the requirements of the job</p>	Competent in the use of IT	<p>Application Form</p> <ul style="list-style-type: none"> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>

<p>Ability to work on own initiative, working to busy schedules with minimum direction or supervision</p> <p>Being a self-motivated team player able to produce high quality results.</p> <p>Ability to keep accurate records</p> <p>Able to meet the travel requirements of the post</p> <p>Ability to carry out physical tasks and lift within health and safety guidelines</p>		
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