

Role Profile – Estates Assistant

About Us

Our Mission, Vision and Values

All our roles in Langstane Housing Association are focused on delivering our mission to **“provide homes and services that make a positive difference to peoples’ lives”**.

About the Role

Department	Housing	Location	Aberdeen
Reporting to	Team Leader – Housing		
Responsible for	No line management responsibilities		

Role Purpose

To work alongside one direct colleague in the same role to provide a proactive and efficient frontline service to tenants in Langstane’s housing developments to ensure the effective estate management. Each role has a patch size consisting of between 40-60 housing schemes throughout Aberdeen City and Aberdeenshire.

Key Accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

1.	To provide a professional front line service and scheme point of contact for tenants and customers
2.	<p>To be visible in schemes and carry out regular block and estate inspections; undertaking and co-ordinating remedial action as and when required particularly relating to the Langstane’s Fire Safety in Communal Areas and Estates Management Policies.</p> <p>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> Requesting communal repairs or other intervention especially where there is a Health and Safety issue

	<ul style="list-style-type: none"> • Requesting uplifts / fly tipping in conjunction with Scheduling and General Assistant colleagues • dealing with dog fouling in conjunction with dog wardens • monitoring car parks / grit bins within Estates • processing pet permission requests • monitoring the work of the contract cleaners and gardeners to ensure work is of an appropriate standard, raising any issues with the contractors for remedial action • taking regular meter readings for the communal energy supplies • ensuring that any information in the block noticeboards is kept updated and relevant • to identify issues in schemes including neighbour complaints and anti-social behaviour and to report issues as appropriate
3.	To update computerised and paper records as per Langstane's policies / procedures and the principles of Data Protection Legislation
4.	Follow procedures in line with information provided by external organisations for example DVLA in relation to car abandonments
5.	Accurate recording of site-specific cleaning audits which are used to monitor contract KPI's and reviewing of audits to identify any trends in performance (introduced May 2022)
6.	To regularly liaise with Property, Allocations, and Estate Management colleagues as well as external agencies to ensure the flow of information in order to effectively manage schemes
7.	To liaise with colleagues in the Langstane Housing Support Service to maximise opportunities for tenants to engage in scheme improvement and initiatives.
8.	Working closely with Housing department colleagues such as Housing Officers. This may include carrying out joint visits with them. Examples include when a tenant cannot be visited alone, for anti-social behaviour visits and viewings as examples
9.	To assist in training new colleagues and to invest time in appropriate training as required to stay current in approach in the role

About You		
Criteria	Essential	Desirable
Qualifications / Training / Experience	<ul style="list-style-type: none"> • Educated to Standard Grade / National 5 or equivalent in English and Maths • A minimum of a year's experience of working in the public sector or a customer focused environment 	
Skills / Knowledge	<ul style="list-style-type: none"> • Excellent customer care skills including handling telephone conversations and dealing with customers face to face • Working knowledge of MS Office and specifically of using databases • Ability to communicate effectively with customers and colleagues, both verbally and in writing • Proven ability to work to deadlines, prioritise workload and work on own initiative, making decisions as needed 	<ul style="list-style-type: none"> • Knowledge and experience of working with risk assessments • Proven ability of dealing with challenging situations and conflict resolution
Personal Qualities / Our Values	<ul style="list-style-type: none"> • Adaptability, flexibility and a positive "can do" attitude. • Willingness to learn and develop. • Team player <p>Our Values:</p> <ul style="list-style-type: none"> • Valuing People • Relying on Teamwork • Aiming High: Attention to detail • Prudent financial managers • Open & accountable <p>Move with the times</p>	
Other Requirements	This role requires a full driving licence as travel between our Estates is an essential element of the role (an Essential User allowance is payable for the use of own car)	