

Role **Estates Services Coordinator**

Team **Property Services**

Reports to **Estates Services Manager**

What you will do...

- ⇒ Work as part of a close-knit team providing a high-quality Estates service to Caredig's Tenants. This will include carrying out ground maintenance and landscaping, cleaning of communal areas, performing health and safety checks and reporting repairs.
- ⇒ You will be working remotely with the team at sites across the local area, both indoors and outdoors maintaining and improving Caredig properties

What we expect from you...

Our People

The most important qualities we look for in our recruitment and selection processes are person centred people who have a partnership approach and make a personal commitment to finding solutions.

You will put our tenants at the centre of your work - you have a commitment to active tenant involvement in helping to identify development of homes that tenants will want to live in.

You will have a clear commitment to equality of opportunity and anti-discriminatory practice.

We want you to live our values through your attitude and behaviours towards colleagues, tenants, and stakeholders. It is essential that you champion and demonstrate these Values in all you do.

The Caredig Way - Together we proudly create great places to live and work.

People - by ensuring that we are easy to communicate with and treat people as individuals.

Homes - by building and maintaining sustainable, affordable homes where people feel safe and secure.

Communities - by encouraging people to feel supported and connected to the communities they live in.

Together we are:

- ⇒ **Kind** - We recognise that relationships are at the heart of everything we do, and at the heart of good relationships is kindness.
- ⇒ **Trusting** - We trust people to do the right thing, and through mutual trust and respect we want everyone to feel that they belong.
- ⇒ **Innovative** - We continuously strive to be the best we can, constantly seeking creative ideas to improve and grow.
- ⇒ **Accountable** - We accept the responsibility of our role and recognise the importance of being held accountable for our actions.

What you will be responsible for...

- ⇒ Maintaining hard and soft landscaped areas using a variety of ground maintenance equipment and hand tools to a high standard and laid out by Caredig's Estate Team service standards and policies.
- ⇒ To clean & maintain interior and exterior communal areas including landings, halls and stairways to a high standard and laid out by Caredig's Estate Team service standards and policies.
- ⇒ To identify, report and monitor property repairs and ensure a safe environment for our tenants.
- ⇒ To report and monitor any housing management issues to ensure any issues are resolved as soon as possible.
- ⇒ To carry out minor building repairs as may be required.
- ⇒ To undertake minor landscaping works to improve and maintain our sites.
- ⇒ To carry out and record regular Health and Safety checks including Fire Alarm checks to ensure or properties are safe and compliant.
- ⇒ To monitor, as required, work undertaken by contractors on behalf of Caredig to ensure standards are upheld.
- ⇒ When appropriate, to ensure Caredig vehicles always remain in a roadworthy condition, reporting faults or repairs without delay.
- ⇒ To ensure that all equipment is in working order and report any faults or repairs immediately.

Who you will be working with...

- ⇒ You will work as part of a team of Estates maintenance operatives to carry out the role, and will work collaboratively with all members of the Caredig family to provide an first class service to our tenants

Other...

- ⇒ To be aware of Caredig's Single Equality Scheme regarding both employees and tenants and to assist in eliminating all areas of inequality and discrimination.
- ⇒ To be prepared to undertake any training required to improve one's skills and enable the post holder to carry their job out more effectively.
- ⇒ Be aware of his/her responsibilities under the Health and Safety at work Act and ensure safe working systems and procedures are always adopted.
- ⇒ Any other duties deemed reasonable by management within the remit of the role.

About you

What is needed for the role and whether it is essential or desirable

Skills, Knowledge, Experience	Essential	Desirable
Knowledge of Health and Safety	✓	
Grounds maintenance and gardening knowledge & experience		✓
Knowledge and experience of cleaning and housekeeping		✓
The ability to build and maintain good relationships with tenants and colleagues.	✓	
Experience of using hand and power tools		✓
Ability to work to a high standard unsupervised	✓	
Ability to work well as part of a team	✓	
To be physically fit.	✓	

A positive attitude towards the promotion of equal opportunities and anti-discriminatory practice.	✓	
Possession of a current driving license.	✓	
The willingness to demonstrate a commitment to service improvements.	✓	
Previous experience of working in a similar environment.		✓
Basic literacy, numeracy and computer skills.	✓	
Ability to communicate through the medium of Welsh.		✓

What we expect from you...

We request all employees to...

- ⇒ Keep up to date with changes in systems, policies, procedures and working practices.
- ⇒ Take ownership for your own personal safety and of those around you.
- ⇒ Take the opportunity to develop your skills and knowledge.
- ⇒ Take responsibility for the integrity of the data you use
- ⇒ Contribute to a happy and positive workplace.
- ⇒ Treat everyone with respect and adopt a positive approach to diversity and inclusion.