

HJALTLAND HOUSING ASSOCIATION LTD

JOB DESCRIPTION

Job Title:	Estate Support Worker - Housing
Last Reviewed:	March 2022
RESPONSIBLE TO:	Head of Housing & Customer Services
RESPONSIBLE FOR:	N/A
AUTHORITY:	See Detailed Financial Procedures Policy

OVERALL AIM OF THE JOB

To provide the Association with a cleaning support service.

MAIN ACTIVITIES

These fall into three main categories for all Association properties, including domestic premises, offices and any other HHA building :-

- **Cleaning** – shared internal stairwells and common access routes, including litter control in external common areas
- **Maintenance**, including hazard identification – visual checks of common areas, including access and escape routes, reporting repairs and concerns to appropriate officers
- **Snow Clearing** – clearing snow and gritting common paths and steps in prioritised schemes

HOURS OF WORK

- Normal hours of work – 23 hours per week
- Additional hours to be by agreement with the Association.
- Hours spent snow clearing and gritting will be on an as required basis and are to be submitted on the weekly timesheet for approval.

JOB LOCATION

The post holder's duties will be carried out in common housing schemes predominantly in Lerwick, Scalloway and Tingwall on a weekly and monthly basis. Other locations throughout Shetland may be included where necessary.

OTHER FEATURES OF THE JOB:

- To undertake other appropriate work, time allowing, as agreed between the Association and the post-holder.
- To liaise closely with other members of staff
- Follow and promote the Association's Equal Opportunities Policy as it relates to the carrying out of all duties attached to the post.
- Implement the Association's Health and Safety at Work Policy as it relates to the carrying out of all duties attached to the post.

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- Due to the wide spread of properties, extensive travel throughout the Islands will be necessary
- To have a driving licence and a vehicle to undertake the duties of the post
- To undertake relevant job-related training as required
- To comply fully with Standing Orders and procedures

This job description will be reviewed at least once annually or otherwise at the request of the post holder, Head of Housing & Customer Services or the Chief Executive.

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Appendix 1

Cleaning

- 1 **Tasks:** Cleaning to all common areas.
 - 1.1 Sweep down or vacuum, where applicable, stairs, landings and other floor coverings belonging to the common areas, to ensure that they are kept in a clean and tidy state
 - 1.2 Wash down floors & wipe down paint-work, including walls of the common entrances and stair landings, that can be reached safely
 - 1.3 Wipe down handrails, window ledges, glass panels, woodwork, including doors and windows of the common areas, that can be reached safely, to ensure that they are kept clean.
 - 1.4 Thoroughly clean all common area glass panels and glazing, including landlords store windows where applicable.
 - 1.5 Wash out the communal refuse stores where applicable.
 - 1.6 Pick up and dispose of all litter in and around the internal common areas of the scheme.
 - 1.7 Ensure all external common areas including paths, paved, grassed and planted areas within the scheme are kept in a clean and tidy state, all debris rubbish should be collected and disposed off.
 - 1.8 Ensure the communal bin stores (including recycling units) are kept in a clean and tidy state, all debris rubbish should be collected and disposed off.
 - 1.9 All paths to be swept and and kept free of debris and stone chippings etc.

Cleaning materials (vacuum cleaner, dustpan, brush, bucket, cloths etc) will be supplied and will be maintained on site by the post holder.

An order book will be provided for the Supply of detergents etc. The use of the order book will be strictly in accordance with the procedures set out in appendix 4 of this document:

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Appendix 2

Maintenance

2 Tasks: Reporting repairs & maintenance for all common areas.

- 2.1** Ensure that all bulbs to lighting in the common entrances, stair wells and external areas are replaced in the event of failure by contacting the maintenance section of the Association.
- 2.2** Report, as required, to the maintenance section of the Association on estate street lighting that has failed.
- 2.3** Visually inspect the external drainage channels, gullies and high level guttering and report any blockages to the maintenance section of the Association.
- 2.4** Visually inspect all common doors and windows & report any damage, defects or maintenance requirements to the Association.
- 2.5** Inspect high level secret guttering (accessed through the the skylight in the common stairwell). Remove any rubbish, footballs, etc and report any blockages to Association.
- 2.6** Report, as required, to the Association on paths requiring a safety inspection due to moss growth, damage etc.
- 2.7** Report, as required, to the Association on any ponding or water retention within the swale ditch and grass areas.
- 2.8** Report, as required, to the Association on any ponding or water retention within the paths and car parking areas of the scheme.

Repairs and maintenance

Tenants should normally advise the office directly of any repairs or maintenance required to their house. If approached by a tenant with a repair request please inform them of this procedure.

Repairs and maintenance notified to or discovered by the post holder should be notified to the office as soon as possible. Outwith office hours the normal Association emergency procedures should be followed and office notified as soon as possible.

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Appendix 3

Snow Clearing and Gritting

3 Tasks: Clearing snow and gritting common paths and steps. The estate support worker will determine on a daily basis if it is safe to carry out their snow clearing and gritting duties.

3.1 Snow clearing & gritting should be carried out in the event of light or heavy falls of snow & frost on the ground.

3.2 Communal paths & steps are to be cleared of snow and gritted once per day.

3.3 Snow clearing & gritting duties should take priority over the estate support workers' other duties.

3.4 These works should be carried out in a timely manner with a view to allowing access to affected properties for the longest possible duration, i.e. Clearing paths in the morning following snow fall through the night.

3.5 The Estate Support Worker is not expected to, nor arrange for, clearing any parking areas.

3.6 The post holder will be responsible for ensuring there is enough grit stored on site for use during their snow clearing duties.

Snow clearing materials (brush, bucket, shovel, gloves, grit, etc) will be supplied and will be maintained on site by the post holder.

An order book will be provided for the Supply of detergents etc. The use of the order book will be strictly in accordance with the procedures set out in appendix 4 of this document:

Note: The grit used to treat paths and steps must not contain any salt.

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Appendix 4

Procedures for using Hjalmland Housing Association order books.

1. Triplicate order books will be supplied by HHA.
2. Order books are to be used to purchase materials for use on HHA properties / schemes only.
3. The order number as well as material and property details should be highlighted on each individual order.
4. Each order should be scheme specific i.e. contain materials for one scheme only.
5. Each order issued should clearly highlight the fact that HHA is a registered charity and provide our charity number.
6. Each order should not exceed the issuers' level of authority (See Detailed Financial Procedures Policy).
7. Each order should be signed and dated by the issuer with the scheme referenced and the top copy submitted to the retailer.
8. The second copy of the order should be submitted to HHA within one week of the purchase.
9. The third copy should be kept in the order book for reference.
10. All empty order books should be submitted to HHA within one week of the final order being issued.