

Designation:	Site Officer
Grade:	Stroud 3
Hours:	37 Hours per week
Location:	Various locations as directed across Stroud District
Job Purpose:	To be responsible for the cleanliness and smooth running of Independent Living sites, Health & Safety Compliance. Carry out duties in the wider community
Responsible to:	Service Delivery Manager (Independent Living)
Responsible for:	Management of Grounds, Cleanliness and General Maintenance

KEY DUTIES

- To carry out essential testing and monitoring of Communal Fire Panels, Legionella testing, PAT testing and Fire Blanket inspections (specialised training provided).
- To carry out weekly Fire Risk Assessments, identifying potential hazards and maintain a clean, green and safe environment including removal of obstructions, refuse and bulky items whilst maintaining a green and safe environment.
- To operate fuel driven garden machinery including lawn mowers, hedge cutters, strimmer's, maintaining optimum standards in grounds maintenance when requested
- Carry out grounds maintenance as directed by the Manager and participate in working parties.
- Carry out controlled herbicide and pesticide spraying on a cyclical programme (specialised training provided) Adhering to COSHH, recognising Hazardous and/or poisonous waste disposing as appropriate
- Clean and maintain all communal areas, carrying out minor repairs and reporting all major repairs keeping clear recording and monitoring records and signing off.
- To carry out key audits across all sites, ensuring contractual access is current and updated as required. Liaise with internal and external contractors.
- To carry out external works in partnership with Tenant Services including Void and tenanted properties as directed.
- To work under own supervision using initiative to deliver services as well as work as part of a team.
- To be part of the team providing out of hours services on a rota basis, responding to calls from alarm providers and others.

SKILLS AND KNOWLEDGE

- Demonstrable ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.
- Knowledge of COSHH and basic repair delivery, cleaning and grounds maintenance skills.
- Undertake training and attain any required competencies and licences relating to these tasks – PAT testing certificate, PA1 and PA6 Safe Use of Insecticide training and certificate. Health & Safety training, Working at Heights.
- Excellent communication and negotiation skills including the ability to work with people in challenging situations on a daily basis.
- A self-starter, with a willingness to investigate site issues and identify areas for improvement, making recommendations to lead officer.
- Solution focussed whilst seeking resolutions to problems with minimal/no supervision to address issues and complete tasks on a daily basis.
- Ability to drive and load vehicles as provided.
- Maintain and update record keeping systems.
- To use information and communications technology such as computers and hand held devices.
- Understanding and Application of Health & Safety Principles.
- Excellent customer service skills
- Excellent organisational skills including time management, ability to work on own initiative, prioritise workloads and to work on own initiative and as part of a wider team

COMPLEXITY AND CREATIVITY

- Ability to think of unique solutions to problem solving, showing initiative and creativity to deal with site management and tenant issues on a daily basis.
- Ability to recognise potential distress of individual tenants and refer swiftly to an appropriate officer or agency
- Respond quickly to queries and complaints received by tenants, members of public, Members, Contractors and any other person/organisation.
- Take a wider perspective to challenges by seeking out opposing points of view by team brainstorming for solution based outcomes.
- Help seek ways to improve processes and make efficiency savings whilst meeting the customer's needs
- To work under own supervision using initiative to deliver services as well as work as part of a team.

JUDGEMENT AND DECISIONS

- Ability to make considered and effective decisions by information gathering arriving at sensible conclusions
- Provide sound judgement considering decision consequences of contentious issues.
- Make recommendations using choice of options in line with Council Policy and Procedure.
- Provide quick remedies to more established matters.

CONTACTS

- Members of staff including team members and other Officers of the Council
- Suppliers on a daily basis
- Contractors working on Site
- Members of the public and visitors to the Schemes.
- Tenants on a daily basis as front line officers

Daily contact dealing with every day issues and concerns including first point of contact for tenant and contractors with tenancy related issues; repairs, complaints, grounds and general site issues.

RESOURCES

- Responsibility for small amounts of cash handling from payments for use of facilities. Day to day responsibility for physical resources of the site, its services and facilities.
- PPE equipment inspection ensuring good condition

TRAVEL DESIGNATION

- You are required to have access to a vehicle in order to fulfil the duties of this role. You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy

GENERAL

- To work with communities sometimes outside normal office hours, including weekends if required.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.

- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.

To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.