

Designation:	Site Officer
Grade:	Stroud 2
Hours:	16 – 37 Hours per week
Location:	Various locations across Stroud district
Job Purpose:	Responsible for cleanliness and smooth running of Independent Living Sites
Responsible to:	Service Delivery Manager (Independent Living)

KEY DUTIES

- Cleaning of communal areas and spaces within Independent Living sites including floors and windows
- Light gardening and grounds duties working with tenants and colleagues
- Reporting communal repairs and maintaining audit trail
- Monitoring cleaning materials, tools and furniture reordering where appropriate
- Carry out weekly Fire checks (training given) identifying potential hazards
- To work under own supervision using initiative to deliver service as well as work as part of a team
- To be part of the team providing cleaning services once a week on a rota basis to Property Care office in Cam

SKILLS AND KNOWLEDGE

- Good standard of practical knowledge in cleanliness of communal buildings
- Undertake training and attain any competencies and licences relating to the task i.e. PAT testing, Health & Safety training, working at heights (5 step ladder)
- Excellent communication and negotiation skills including the ability to work with people
- 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 supervision to address issues and complete tasks on a daily basis.
- Maintain and upkeep record systems
- To use information and communications technologies such as lap top and hand held devices.
- Understanding of Health & Safety Principles

- Good organisational skills including time management, ability to work on own initiative and prioritise workloads

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

CONTACTS

- Members of staff including team members and other Officers of the Council
- Contractors working on Site
- Members of the public and visitors to the Sites
- 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

- 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 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.