



JOB DESCRIPTION

Job Title: Property Services Worker
Job Grade: Scale Point 23

**Reports to: Property Services Manager and
Operations Manager**

Main Purpose of the Job:

To provide an efficient and comprehensive property maintenance and refurbishment service for Latch. To include property repairs, compliance, voids and refurbishment works.

Main Responsibilities/Accountabilities:

- To undertake repairs, maintenance voids refurbishment work as directed by the Operations Manager, ensuring that all works meet existing service standards and to feedback and report any problems and difficulties encountered.
- To ensure that appropriate compliance testing/inspections are undertaken with regard to gas, electric, fire safety, Health and Safety and water etc .
- To carry out when required regular property inspections and assess works needed.
- To work in compliance with Latch's operating systems and processes and help to develop and improve these as so as to improve service quality.
- Ensure that IT systems, Spotlight Property Management database, organisational databases, project management software, mobile phones, calendars etc. Are fully utilised in your work.
- To order materials and equipment as required, and arrange for deliveries so that work on site can progress without interruptions.
- To plan and organise your work so as to meet organisational targets regarding repairs, voids, compliance and refurbishment tasks.
- Identify, record and report any Health and Safety hazards at our properties and on our estates, making immediate hazards safe.
- Ensure that all works are conducted in line with risk assessments and relevant regulations including Working at Heights, COSSH and Manual Handling.

- To attend meetings with other staff to plan repairs, voids, refurbishment and report back on jobs completed.
- To manage contractors, ensuring performance is regularly monitored and compliance with specifications, health and safety and quality of work.
- To collate and report on electrical testing information and make recommendations to improve electrical safety on Latch properties.
- To provide advice and training on works/skills/technical matters to tenants, volunteers, support workers and other LATCH staff.
- Ensure that risk management is undertaken for their area of work, including undertaking risk assessments, producing method statements and COSHH assessments, and carrying out ongoing health and safety monitoring, inspection and administration . To monitor and review risk on a regular basis.
- To ensure that LATCH tenants receive high levels of customer service through your work.
- Maintain regular consistent and professional attendance, punctuality and personal appearance.
- No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out these and other duties as may be required from time to time, on other services and projects on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Organisational/Strategic Responsibilities:

- To deliver/collate appropriate levels and range of performance-based reporting and associated information. Preparation and delivery of monthly reports and key performance indicators to the Property Services Management Team.
- To take an active part in the strategic planning process, delivering strategic plans and organisational objectives.
- The support of staff/volunteers within their control. To lead, manage and motivate the performance of their staff/volunteers by setting and reviewing targets and objectives, maintaining discipline, communicating appropriately and developing staff and volunteers to meet organisational needs.
- Responsible for ensuring and maintaining robust and effective paths of information/communication/dissemination throughout the organisation.
- Demonstrates a commitment to the principles of equal opportunity and diversity and to ensuring that the culture, philosophy and processes are free from bias and

discrimination.

Principal Health and Safety Responsibilities:

- Compliance with the Health and Safety at Work Act, with specific responsibility for the health safety and welfare of all personnel within their control including themselves and for ensuring the overall safe and compliant planning, implementation and monitoring of all activities.
- Report all accidents and/or incidents and near misses in accordance with the Organisation's procedures.
- To ensure that all Health and Safety regulations are strictly adhered to on site, and that works are carried out in a safe environment.

Environmental Responsibilities:

- Ensures that environmental issues are considered at all stages of a project/contract from planning through to completion and that appropriate measures are implemented to minimise environmental impacts.
- Maintain and develop an environmental focus contributing to the overall development of LATCH's policy and procedures on environmental sustainability.
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- Take part in events that generate local interest around environmental sustainability, which involve LATCH, the local community, individual service users and groups.

Essential Experience and Specialist Knowledge:

- Ability to undertake a variety of repairs and construction tasks: for example hanging doors, plastering, tiling, first and second fix joinery etc.
- Has worked for a minimum of 2 years in the capacity of a repairs/refurbishment worker in a housing environment or building trade.

Education and Training:

- Full driving licence
- Ideally a recognised building qualification in one or more trades for example joiner, plumbing, electrics.
- Ability to use a variety of IT systems to record and process data accurately and efficiently.

Scope of Responsibilities:

Decision Making

- Judgements involve facts or situation, some of which require routine analysis, decisions on minor matters which may involve using initiative or taking personal responsibility.
- Ability to understand and apply policy and procedures in day to day working.

Responsibility for Human Resources

- Responsible for monitoring and allocating work to volunteers and trainees.
- Responsible for supervising and directing the work of external contractors on project sites: compliance with H&S, meeting project milestones, attainment of project outcomes

Freedom to Act

- The nature of the work provides self-regulation.

Level of Internal Contacts

- Property Services Manager, Operations Manager, Property Service Workers and Housing Support Workers on a regular basis.

Level of External Contacts

- Sub-contractors, tenants and trainees/volunteers

Consequence/Significance of Error

- Major issues within properties, if refurbishments are not completed satisfactorily.
- Major issues within properties, if repairs and compliance tasks are not successfully completed.

Financial Responsibilities

- Purchasing equipment, materials etc. Authorising purchase order, invoices and expense accounts, has a petty cash float and responsibility to balance and justify.