**Manchester City Council**

**Role Profile**

**Estate Services Operative, Grade 5**

**Housing Operations, Neighbourhoods**

**Reports to: Estate Services Team Leader**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services and engaging the community in activities.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

Plan and programme the work of the team and communicate effectively with team members to ensure that work priorities and service objectives are clearly understood.

**Key Role Accountabilities:**

Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective services and the delivery of joint outcomes.

Where required provide operational management and support the training, development and performance management of team members to ensure all are equipped to carry out their work to the highest standards to fulfil service priorities.

Deal efficiently and courteously with enquiries from members of the public providing effective and accurate information and advice on a range of council services, escalating queries where appropriate.

Apply a range of knowledge, technical expertise and skills to safeguard residents, visitors and businesses and achieve a neighbourhood of choice.

Undertake duties in a safe and responsible manner, in accordance with established Health and Safety requirements, legislation and City Council policies, practices and procedures.

Where required use and maintain a range of mechanical equipment to ensure the environment is effectively and efficiently cleaned and maintained.

Develop community awareness through reporting incidents, and unusual circumstances or situations that may negatively impact on the well being of residents, visitors and businesses.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Housing Operations are responsible for providing high quality housing services and home improvements for secure, warm, sustainable homes, and safe, vibrant neighbourhoods.

The purpose of the Estate Services Team is to keep MCC properties and the adjacent communal areas, clean and tidy and well-maintained by providing a cyclical and reactive schedule of works.

The main purpose of this job is to undertake a range of duties within the remit of the Estate Services Team. The role holder is required to work flexibly to perform a varied array of multi skilled tasks across all services provided by the team.

Key Responsibilities:

Providing a high quality scheduled and reactive janitorial service to the communal areas of buildings managed by MCC housing services.

Performing gardening and common area grounds maintenance and improvement works across all housing properties stock.

Carry out waste clearance of tipped or discarded materials which may include bulky household items.

Undertake a range of planned or reactive miscellaneous tasks within the scope and purpose of the job as requested.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-today basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* **Creative Skills:** Ability to think creatively and provide solutions to problems. Has the ability to develop new approaches to finding solutions outside of existing parameters.
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

**Technical Requirements (Role Specific)**

**A full UK driving licence is required. Any penalty points must be disclosed.**