

## Neighbourhood Services Operative

Estate Services is at the frontline of the housing service and the first and most frequent point of contact for all our residents. Sometimes the Estate Services function is the only experience our customers have of Southern. This role is responsible for maintaining and upkeeping organisation's estates and neighbourhoods, providing litter picking, bulk and general waste clearance and void property clearance service.

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

## You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

## The role

Reporting to Environmental Services and Transport Manager you will be expected to deliver a consistently high-quality bulk and void property clearance services. You will be provided with tools and machinery to help you undertake your tasks and we will supply you with a new uniform, safety boots and personal protective equipment. You will need to have the ability to work outside in all weathers and be able to undertake physically demanding work.

## The location

You will be based at one of our office locations.

## What you'll be doing:

- In accordance with our schedules, frequencies, and standards, to drive to our estates and collect non-domestic refuse in an efficient and environmentally friendly manner.
- When requested, to attend to void properties and clear these.
- Carry out collections in a neat and tidy manner ensuring spillages are cleaned up whilst you are onsite.
- Maintain a safe and secure environment by working in line with our health and safety standards.
- Working proactively with customers, managing expectations, to ensure that they can have a positive view of their environment and landlord offering basic advice when requested.
- Proactively supporting team members to deliver seamless services in line with the Corporate Strategy
- Keeping a record of what is collected and from where so that your services can be recharged accurately and transparently to residents.
- Noting hotspot refuse typing areas and working with the team on a strategy to reduce the waste.
- Assist the team when needed with other tasks such as jet washing bin stores
- Report any repairs or defects in communal areas to maintenance department/ line manager and follow up actions as required i.e. monitoring the issue ensuring that action is taken to complete the repair within our stated timescales; where this is not the case escalate the matter to your line manager
- No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.

## What you'll need:

### Essential

- Experience of undertaking bulk, general waste and void property clearance duties.
- Good interpersonal skills and the ability to communicate well with residents, external agencies, and resident organisations.
- Work under your own initiative, with the team and under instruction.
- Basic knowledge and understanding of health and safety considerations as they apply to this role.
- Sufficiently numerate to manage stock control, check invoices and purchase supplies or equipment.
- Able to plan and prioritise to ensure the effective use of own time.
- Valid UK driving licence with category C1 and ability to drive company vehicles as and when required.
- Understand and comply with all relevant legislation in relation to road transport activities.