

## Job Description

<b>Job Title:</b>	Estates Senior Practitioner
<b>Responsible To:</b>	Housing Manager
<b>Responsible for:</b>	Estates Officers, Other direct reports as agreed
<b>Based:</b>	Kings Court, Bristol
<b>Salary:</b>	£28,366 - £29,942 (2 year fixed term contract)

### Role Purpose

The role of the Estates Senior Practitioner is to provide estates leadership in the management of Ara's Housing, creating an environment where an effective support service can be delivered to people recovering from homelessness and substance misuse.

The post holder will lead on Health and Safety for the charity, including undertaking the audit of premises to ensure compliance with Health and Safety and Equalities legislation. H&S legislation and guidance best practice will be researched and disseminated to colleagues (both in and outside of the Housing team), and appropriate action taken.

The Estates Senior Practitioner will support and train Ara employees and managers in relation to Health and Safety, contributing to the development of employees and clients.

The post holder will have a full UK drivers licence, access to a car for work, and be comfortable driving.

### Specific duties

#### Housing Contract Estates Management:

- Supervise the day-to-day maintenance and management of Ara properties (1 office, 8 houses and 20 flats)
- Provide an excellent housing management service to our vulnerable clients, ensuring the provision of psychologically informed environments.
- Manage administrative duties for the team including reports, tracker management, repair updates, insurance, order raising and management, and use of systems and databases where required.
- Documented weekly, monthly, and other safety inspections of houses are conducted in line with timetables set by housing associations. Corrective and preventative actions are identified and carried out, and follow ups done to check on completion of remedial actions where appropriate, documenting and dissemination information on and lessons learnt.
- Safe systems of work for fire safety are implemented and colleagues trained, including proactive maintenance of fire safety control measures including fire alarm systems and firefighting equipment. A system is implemented ensure completion and recording of regular fire drills and weekly fire alarm checks.

- To assist in the review of complaints and customer satisfaction to drive improvements to processes and behaviours.
- Ensure CCTV where installed is working effectively for the safety of staff and clients
- Attend regular meetings with internal and external support providers and ensure the responsibilities set out within the service level agreement are being met
- Ensure effective management of void units/properties including ordering essential furniture as required, and maintaining strong and effective relationships with repairs and maintenance contractors and suppliers
- Ensure all premises-related mechanical, electrical, heating services and other plant work safely and effectively, including the completion of all annual portable appliance testing is conducted, and appropriate action taken to monitor, audit and review all premises-related mechanical, electrical, heating services and other plant. Suitable levels of lighting, heating, and ventilation are maintained.

#### Health and Safety Management:

- To lead the Ara Health and Safety function including undertaking the audit of charity premises to ensure compliance with Health and Safety legislation
- Accidents, incidents and near misses are investigated and corrective and preventative actions implemented.
- Suitable and sufficient risk assessments are created for work equipment, company activities, Fire Risk assessments and role risk assessments and risk mitigation measures are implemented.
- To audit compliance with Health and Safety systems and controls
- Understand COSHH regulations and lead on actions to protect Ara employees' health from work with hazardous substances. This includes handling, transport, storage, waste disposal and relevant PPE.
- Contribute meaningfully to Ara Safety policies, and ensure that these are communicated and implemented as relevant.

#### Training & Dissemination of Best Practice:

- Guidance and support is given to all employees and managers on health and safety requirements and best practice. Health and safety awareness is increased at all levels within the organisation.
- Health and safety training is delivered and monitored throughout the Charity.
- Ensure that Ara housing service employees are trained in all safety related areas such as Fire safety, DSE and general safety training including inductions with new employees or those changing role and location.

- Develop of system of basic H&S and other similar training for clients, with the aim of supporting their reintegration in to volunteering and employment.
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#### Other Activities:

- Undertake administration tasks as required to maintain service records, organisational outcomes, and any other reporting required.
- Develop your own knowledge and practice by undertaking training, supervision and team meetings.
- Observe all the organisation's policies, including but not limited to health and safety at work, equal opportunities, confidentiality, substance misuse testing policies and procedures, data protection, inclusion and diversity policies.
- Support Service Users to develop life skills through contributing to the delivery of workshops and activities.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

#### **Skills, Experience & Knowledge**

- Previous experience of estates/facilities management
- Have great interpersonal skills, with an ability to communicate with a wide range of people including the socially excluded, vulnerable, and those from different cultures
- A sound understanding of Housing Law in relation to housing management
- Understand risk and work to minimise risk to vulnerable adults, providing accurate and timely reporting if significant incidents occur
- Experience of working collaboratively across departments and with external partners and stakeholders
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- Practical and demonstrable experience and knowledge in the following functional areas:
  - Facilities Management
  - Health & Safety Inspections
  - Health & Safety audits.
  - Accident and incident investigation
  - Risk assessments including fire risk assessment

- The ability to effectively support the housing support practitioners in their housing duties as well as managing the estates team. This will include planning work schedules to achieve targets and deadlines.
- The ability to complete all relevant documentation/ records fully and accurately.
- Fully conversant and up to date with all aspects of H&S law and H&S best practice

### **Personal qualities**

- Excellent oral, written and inter-personal communications skills in communicating with, and gaining the confidence of internal and external stakeholders
- The ability to contribute to the development, planning and implementation of the organisation's policies
- The ability to assimilate and analyse information quickly and accurately, formulate decisions and make recommendations, understanding the wider implications of decisions.
- Ability to deal with difficult and sensitive situations in a diplomatic and professional manner
- The ability to prioritise and multi-task
- Self-motivated and able to work under pressure
- Friendly, approachable, helpful, patient and passionate about supporting people
- Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
- A good communicator who listens, is able to express themselves clearly and encourage Service Users to strive for a healthier life
- A positive individual with a 'can do', results driven approach and attitude
- Professional boundaries in place
- A commitment to ARA's overall aims and objectives with an ability to present ARA in a way that is consistent with its philosophy
- Embodies the Ara values of being passionate, professional, dynamic, enduring, respectful, and supportive.