

ROLE PROFILE

Role Title:	Scheme Services Officer
Department:	Operations
Role Purpose:	To provide a front of house service to customers and residents within Bismillah and other sites as required.
Reporting to:	Team Leader /or/ Place Officer
Responsible for:	N/A
Disclosure level:	Standard DBS
Role Level:	Frontline worker

Key Role Responsibilities	<p>To secure the entrances, ensuring that all callers are either residents, authorised visitors, or have legitimate business within the premises by making use of security systems only.</p> <p>To provide a security service including the use of Closed Circuit TV cameras and/or other equipment that may be available.</p> <p>To provide a security service to the grounds and car parking facilities within the perimeter of the grounds.</p> <p>To ensure that no damage is caused to any property of Midland Heart or of residents.</p> <p>To assist the Place Officer by responding to Housing management problems such as noise nuisance, tenancy management support, breaches of tenancy.</p> <p>To ensure that all bin rooms, landings, stairways, communal areas, chute rooms, and lifts are cleaned to a high standard (monitor this service if an external contractor is undertaking) and to ensure that all areas are correctly used and properly maintained.</p> <p>To ensure the grounds within the perimeter of the scheme are properly maintained.</p> <p>To regularly check lifts to ensure they are clean, properly lit, and operating correctly, then reporting any defects immediately to the Emergency Maintenance Surveyor.</p> <p>To ensure that services are turned off in unoccupied properties and appropriately secured.</p> <p>To become involved where possible in residents groups on site, reviewing security arrangements, and making recommendations for improvement if required.</p> <p>To advise the residents about the service provided by the Scheme Services officers and the operation of security systems such as the door entry system. On request, to give information to residents regarding the use of communal rooms, use of heating, location of stop taps and electricity meters.</p> <p>To work on a shift rota, including evenings, weekends and bank holidays.</p> <p>To report repairs to the Customer Hub.</p>
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	<p>To undertake regular inspections of all communal areas including corridors and grounds. Completing Fires Safety Inspections and H&S tests.</p> <p>To report contractor non-performance to the Place Officer.</p> <p>To test fire equipment in accordance with regulations and maintain suitable records.</p> <p>To wear the prescribed uniform at all times whilst on site.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p> <p>Support contractors and Asset Management in liaising with customers for access.</p> <p>To use IT systems to keep accurate records of actions taken, and to produce statistical analysis, returns and reports as requested.</p> <p>To undertake allocated administrative tasks and record work accurately to support the functions of the team.</p> <p>To be accountable for and promote equal opportunity, diversity, community cohesion and Midland Heart values in delivery of the service</p> <p>To be alert to potential safeguarding issues and report concerns to the relevant specialist officer for investigation.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midlands Heart health and safety policy commensurate with this position.</p> <p>To participate in performance review and team meetings, and undertake training where necessary.</p> <p>To be flexible in your approach and undertake other duties that commensurate with the level of this post.</p>
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Education, Qualifications and Training	<p>To be prepared to attend a number of internal and/or external training courses appropriate to the post.</p>
Knowledge and Experience	<p>Demonstrate experience of working in a customer service environment and have provided excellent customer service</p> <p>Working upon a range of IT systems to deliver a function or service</p> <p>Knowledge of housing management policies and procedures</p> <p>Experience of Scheme Services Officer/shift work preferably within the Housing sector</p> <p>Some knowledge of buildings and building services would be preferable.</p> <p>Ability to deal with incidents calmly and effectively, and to communicate at a number of different levels.</p>
Role Specific Skills & Behaviours	<p>Good communication and interpersonal skills</p> <p>To be computer literate and competent in using office information and communication systems</p> <p>Self-organisation skills, ability to prioritise tasks, work to deadlines, respond timely and act on own initiative</p> <p>Ability to work quickly and accurately and respond positively to periods of peak workloads</p> <p>Commitment to quality service and delivery of excellent customer services “right first time”.</p> <p>A good team player but also capable of working on your own initiative</p> <p>Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions</p> <p>Flexible and prepared to change working patterns and / or job location according to the needs of the service</p> <p>Ability to work shifts including weekends and bank holiday cover, sometimes at short notice to cover sickness or absence.</p>