

Job Description

Estate Ranger



Directorate:	Asset, Housing Needs and Estate Management
Team:	Estate Management
Role Type:	Fixed
Reports to:	Service Manager, Estate Services
Direct Reports:	n/a
Overall Job purpose:	
<p>To provide a wide-ranging estate service across the whole of CKH that incorporates repairs and maintenance, ensuring estates are well maintained, neat and tidy and enhance the reputation of CKH for providing quality homes</p> <p>To carry out comprehensive health and safety compliance checks to flat fire doors and inspections at designated blocks and provide on-site advice to residents, reporting any breaches of tenancy and to be our eyes and ears on the estates to enable the quick resolution of issues</p> <p>To provide services such as furniture removal and repairs for Cross Keys Homes properties, including facilities office management.</p>	
Core responsibilities:	
<ul style="list-style-type: none"> • Complete estate and street inspections for potential disrepair and risks to public, record and report to relevant department including external stakeholders such as Peterborough City Council • Carry out post inspections of external contractors ground maintenance services to line manager and where required provide additional support to ensure estates are compliant and in line with CKH expectations • Complete weekly visits to Hostels and Schemes to complete weekly repairs as identified by the scheme managers. All works to be completed in line with CKH standards that mirrors our partnering contractors' quality of overall delivery • Provide maintenance, caretaking to communal blocks, schemes, and CKH estates - Identify and carry out any repairs/maintenance and remove graffiti whilst using the correct chemicals in line with COSHH regulations, and to Report complex/highly skilled repairs to Cross Keys Homes Repairs Centre. 	

- Manage site security, including keys/fobs and access to restricted areas of the buildings, communicating with contractors, members of the public, residents, Cross Keys Homes employees and other services.
- Carry out Automatic Opening Vent (AOV) testing, Emergency light testing and powered gates in communal blocks. Record results and raise any issues to repairs team in a timely manner. To also carry out checks on playground equipment on a weekly basis and report back any issues i.e., damage/vandalism
- Carry out the CKH gardening service which will include but not limited to Full garden maintenance, which can be from removal of brambles, bushes, trees, fences, cutting the grass also clearance of any unwanted items in line with CKH standards as directed by the senior management team.
- Manage and make decisions relating to fire risk at each site day-to-day; take actions to mitigate risks, for example, remove refuse and any items left in communal areas, ensure bin areas and chutes are clear and report any non-compliance.
- Challenge residents in line with tenancy and the public regarding any health and safety non-compliance whilst on site. Report any action taken or other concerns relating to vulnerable residents or potential breaches of tenancy such as anti-social behaviour, property damage or sub-letting (to the appropriate team within Cross Keys Homes). Report any emergency on-site issues to the Police.
- Provide excellent customer service to residents; respond to face-to-face queries regarding service delivery, quality of service and expressions of dissatisfaction whilst on site. Manage customer expectations and report unresolved issues or challenges to the line manager.
- Take responsibility for maintaining accurate records on each site, including inspections and photos. Use hand-held devices to accept, up-date and close jobs and communicate using email.
- Maintain Cross Keys Homes' estates and keep land free from refuse, fly-tipping and other health, and safety risks; remove and dispose of rubbish, sharps and bulk waste identified whilst on site, or reported through the Repairs Centre. Keep records for service charging costs on hand-held devices.
- Provide services as requested by other teams to assist vulnerable residents, for example house clearance, hoarding, removals, etc. In addition, provide services for the Facilities, Health and Safety team, for example, move office furniture, change light bulbs, carry out minor repairs, collect and deliver mail/items between Cross Keys Homes sites.
- Take responsibility for and carry out checks of company vehicles weekly; report any issues to the Facilities, Health and Safety team and arrange cleaning/maintenance of vehicles
- Oversee the work of pre-apprentice Estate Rangers on a day-to-day basis, provide instruction, check methods of working (including Health and Safety) and work carried out.

Action

Commitment

Excellence

Integrity

Teamwork

- Be responsible for the use of a hand-held device; report any IT issues, ensure resolution and proper functionality, re-organise and complete day-to-day tasks.

Key Relationships

- Face to face interaction with residents and members of the public; managing expectations and addressing any areas of concern.
- Liaison and communication with internal teams to ensure the health, safety and maintenance of Cross Keys Homes properties and sites.
- Liaison and communication with external agencies such as Local Authorities, contractors, waste management companies and police to resolve issues on site.

Dimensions:

N/A

Additional information:

- The service operates from 8am to 4pm
- The role is lone working
- The role involves manual work
- Requirement to hold a UK manual driving licence and the ability to drive company vehicles including a flat-bed truck
- Will be required to use PDA (hand-held) daily for allocated work
- Will be required undertake essential health and safety training and to ensure personal and site safety including correct use of PPE, cleaning materials and regular vehicle checks
- A Disclosure and Barring Service check will be required

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

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Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> • Excellent experience of repairs and general maintenance. • Good knowledge and understanding of Health and Safety at Work • Hold a Full UK Manual Driving Licence • Experience of cleaning duties • Experience of undertaking site surveys and inspections • Experience of dealing with members of the public • Experience of using computers and handheld devices. • Fire Regulations 	<ul style="list-style-type: none"> • Knowledge and understanding of:- • Safety at Work Act 1974 • COSHH
<p>Skills and abilities</p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> • Effective written and oral communication. • Able to carry out general, routine maintenance repairs and inspection of buildings, fittings, and equipment. • Able to use power tools and hand tools to 	

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	<p>complete general tasks associated with property maintenance</p> <ul style="list-style-type: none"> • Able to follow and interpret written instructions and procedures. • Able to work as part of a team. • Able to use own initiative and make decisions on site. • Confident and able to deal with difficult situations or customers in a polite, calm/diffusing way. • Good customer care skills. • Ability to use PDA, email and complete on-line training. • Fit and able to undertake manual work. 	
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Personal behaviours and style

We look for people who are committed to and demonstrate our core values of:

- **Action:** Getting things done while being accountable. *Delivering on objectives and taking responsibility for the service. A positive attitude.*
- **Commitment:** Putting customers first. *Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.*
- **Excellence:** Always striving to be the best. *Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.*
- **Integrity:** Honest and open in everything we do. *Maintaining our code of conduct and acting professionally at all times*

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<ul style="list-style-type: none"> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
Qualifications <i>Please state the level of education and professional qualifications and/or specific occupational training required</i>	<ul style="list-style-type: none"> • GCSE standard of education. 	<ul style="list-style-type: none"> • Qualification or relevant experience within a trade background specific to maintenance or repairs
Additional requirements <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	<ul style="list-style-type: none"> • Must hold a full UK driving licence. • Willingness to work outside normal office hours as and when service requires. • Willingness to hold and maintain a basic DBS check. 	
Version control:		
JD authorised by (Director):	<i>Stuart Fort</i>	Date: 1/8/22 Updated March 2025

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