

JOB DESCRIPTION

ESTATE SERVICES OPERATIVE

Reports to

Works and Maintenance Supervisor/Estate Services Administrator

Working pattern

Full-time working five shifts per week including weekends. Salary £29,120pa.

Main objective

To assist with the smooth running of the Folkestone Harbour & Seafront estate services ensuring the safety and maintenance of a large residential building to an exceptional standard. You will help provide a good experience and high levels of customer satisfaction for residents and visitors.

Main duties

1. Support the delivery of estate services such as planned preventive maintenance program, reactive works, servicing and testing including the following specific tasks:
 - a. Waste management of communal bins – moving bins for collection, cleaning bins and bin stores
 - b. Cleaning of communal car parking and basement areas
 - c. General repairs & maintenance
 - d. Alarm testing
 - e. Litter picking of communal areas
 - f. Visual maintenance inspection and reporting
 - g. Bin collection, waste taken directly from residence to bin stores, as per collection schedule
 - h. Daily tidiness check of foyers
 - i. Lift management for large goods (lift protection installed)
2. Provide operational support to the Estate Administrator in the delivery of estate and concierge services.
3. Complete estate services tasks as required.
4. Complete estate concierge tasks as required.
5. Support the efficient management and operation of the Harbour car parks.
6. Carry out visual inspections of the site throughout each shift, recording and reporting any problems promptly and helping prevent or fix problems as needed.
7. Checking safety equipment and assessing the potential impact of weather conditions.

8. Comply with all safety policies and procedures, both on a routine basis and in the case of any emergency.
9. Follow the Oil Pollution Response Plan.
10. Stay aware of the safety and security of the site, using CCTV, personal walk-about and visual inspections.
11. Assist with berthing, loading and launching of vessels, including commercial, leisure and water sports, as directed and following training.
12. Ensure all contractors working on site are properly briefed and comply with the necessary risk assessments and method statements.
13. Assist with the completion of all maintenance and repair tasks, across the site, and ensure that they are completed to a satisfactory level and within required timelines. Work priorities will be agreed between the Works and Maintenance Supervisor and the Senior Harbour Operative.
14. Comply with the necessary risk assessments and method statements when completing maintenance and repairs.
15. Carry out cleaning tasks on a regular basis and as needed, such as cleaning steps, slipways, walkways, toilets and removing waste and any spills.
16. Proactively litter pick.
17. Assist with rubbish collection and disposal.
18. Assist with car parking and ensure the system remains operational.
19. Assist with the security of the site on a 24/7 basis across different security requirement types from when Folkestone Harbour & Seafront is extremely busy with the public on high days to the silent hours.
20. Complete security patrols, to a set standard, of the Folkestone Harbour & Seafront Estate including residential and commercial areas.
21. Respond to security calls from residents of Folkestone Harbour & Seafront Estate.
22. Assist with the management of the site in supporting residents', traders and public concerns by either dealing with the issue or referring to the appropriate Manager.
23. Assist with events as required, including the risk assessment process, event preparation, hosting, security and clear up.
24. When assigned to take instructions from the Works and Maintenance Supervisor and Senior Harbour Operative for detailed tasking.



25. Undertake work-related training and maintain qualifications as directed.

26. Carry out checks of utility meters as needed.

27. Attend meetings as required.

28. Complete any other task reasonably associated with the role as requested by Management.

The description above is intended to describe the general nature and level of work being performed by the job holder. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

We reserve the right to change, modify or cancel any of the above or items in line with business needs.

Signed:

Print Name:

Date:

**ESTATE SERVICES OPERATIVE
PERSON SPECIFICATION**

	Essential	Desirable
EXPERIENCE & PERFORMANCE		
Experience in proactive and positive customer service	✓	
Experience of applying up to date health and safety knowledge in the workplace, with a good safety record	✓	
Evidence of good work performance in current and recent roles	✓	
Experience of helping users and visitors in a working harbour		✓
Experience of berthing and launching vessels, including yachts and PWCs		✓
Experience of working in a security role or environment that requires security tasks		✓
Experience of successfully carrying out a broad range of repairs and maintenance tasks		✓
Experience of using works vehicles, equipment and tools		✓
SKILLS		
Excellent verbal communication and interpersonal skills	✓	
Maintains enthusiasm and motivation when working alone or as part of a team	✓	
Able to explain safety procedures to people ranging from experts to novices	✓	
Able to absorb and relay detailed information	✓	
Able to manually handle light to medium-weight loads	✓	
Able to turn hand to multiple repairs and maintenance tasks	✓	
KNOWLEDGE		
Understanding of the day-to-day activities that take place at Folkestone Harbour & Seafront	✓	
IT understanding: Ability to complete web-based forms on a tablet device or similar, and confidently use email system	✓	
IT understanding: Ability to confidently use Word and Excel		✓
ATTRIBUTES		

Positive attitude to new ways of working, with a record of responding flexibly to ad hoc requests and organisational change	✓	
Pride in helping others	✓	
Enthusiasm for leisure users and visitors accessing a working harbour	✓	
Hard working, with a good disciplinary record	✓	
Reliable & trustworthy, with good attendance and timekeeping records	✓	
Willing to undertake ongoing professional development, with a view to maximise future potential at work	✓	
Willing and able to undertake training and obtain an SIA Licence	✓	
Allrounder able to successfully complete multiple varied job tasks	✓	
Professionally presented personal appearance at all times	✓	

QUALIFICATIONS		
Oil spill response training to at least MCA Oil Spill Operator Level 2/2P or able to gain and maintain the qualification	✓	
Forklift operator license suitable for a working harbour, or equivalent and any other works equipment licences		✓
SIA licence, or able to gain and maintain the licence	✓	
First Aid qualification or able to gain and maintain the qualification	✓	
Driving Licence, and able to maintain a valid driving licence allowing use of company vehicles on and off site	✓	
RYA Level 2 Power Boat Handling		✓