

## ROLE PROFILE

<b>Role Title:</b>	Housing Management Ranger
<b>Department:</b>	Operations - Place
<b>Role Purpose:</b>	To carry out routine safety checks across designated patch of properties, physically removing rubbish and other hazards identified (including bio-hazards) and carrying out adhoc maintenance, cleaning and caretaking duties to communal areas and grounds.
<b>Reporting to:</b>	Rangers Supervisor
<b>Responsible for:</b>	Supervision of Rangers Apprentice
<b>Disclosure level:</b>	Standard DBS disclosure
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To carry out a schedule of safety checks and other inspections in accordance with Midland Heart policy and procedures, recording and reporting findings.</li> <li>• To remove rubbish and other hazards identified during routine safety checks or as directed.</li> <li>• To provide a varying range of jobs which include but are not limited to; minor repairs, maintenance tasks, gardening, deliveries, cleaning, removal's, as agreed with management.</li> <li>• To liaise with customers and provide advice on the correct methods for disposing of rubbish and for storage of items so as to prevent fly-tipping and other hazards from occurring.</li> <li>• To carry out adhoc cleaning, grounds maintenance and minor repairs to communal areas as directed.</li> <li>• To drive a vehicle provided for the purpose of carrying out the service and in doing so to ensure all vehicle and driving safety checks are carried out in accordance with Midland Heart policy and procedures</li> </ul>
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	<ul style="list-style-type: none"> <li>• To supervise and provide support and guidance to Ranger Apprentices allocated to support the delivery of the Ranger Service.</li> <li>• To promote the service and develop and maintain good working relationships with internal and external colleagues/contacts</li> <li>• To liaise with other agencies and contractors to ensure the place where people live is clean and safe</li> <li>• To support Place Officers in ensuring contract service specifications are carried out to a high standard and on time</li> <li>• To assist the team achieve its service targets and objectives and contribute to service development and continuous improvement in customer outcomes.</li> <li>• To be accountable for and promote equal opportunity, diversity, community cohesion and Midland Heart values in delivery of the service.</li> <li>• To be alert to potential safeguarding issues and report concerns to the relevant specialist officer for investigation.</li> <li>• 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.</li> <li>• To participate in performance review and team meetings, and undertake training where necessary.</li> <li>• To be flexible in your approach and undertake other duties that commensurate with the level of this post.</li> <li>• This post is not area specific and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and / or being flexible with working patterns to meet the variable demands of customers.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ol style="list-style-type: none"> <li>1. Basic levels of numeracy, literacy and IT skills</li> <li>2. Clean full Driving Licence</li> <li>3. Willingness to under take on-going personal development and training</li> </ol>
<b>Knowledge and Experience</b>	<ol style="list-style-type: none"> <li>1. Demonstrate experience of working in a customer service environment and have provided excellent customer service</li> <li>2. Experience in carrying out minor repairs, cleaning and ground maintenance</li> <li>3. Working using IT systems to deliver a function or service Knowledge</li> <li>4. Knowledge of relevant housing management policies and procedures</li> <li>5. Knowledge of relevant health and safety policies, procedures and legislation</li> <li>6, Relevant knowledge of tools and equipment for various maintenance tasks.</li> <li>7. An understanding of COSHH and health and safety</li> </ol>
<b>Role Specific Skills &amp; Behaviours</b>	<ol style="list-style-type: none"> <li>1. Good communication and interpersonal skills</li> <li>2. To be computer literate and competent in using office information and communication systems</li> <li>3. Self-organisation skills, ability to prioritise tasks, work to schedules, respond timely to requests for information and act on own initiative where necessary</li> <li>4. Problem solving and decision making skills</li> <li>5. Ability to work quickly and safely and respond positively to periods of peak workloads</li> <li>6. Commitment to quality service and delivery of excellent customer services “right first time”.</li> <li>7. A good team player but also capable of working on your own initiative as well as leading by example and supporting and coaching where necessary</li> <li>8. Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions</li> <li>9. Flexible and prepared to change working patterns and / or job location according to the needs of the service</li> </ol>