Clackmannanshire Council | Comhairle Siorrachd Chlach Mhanann
www.clacks.gov.uk

Community Estates Assistant
£30,094.27 – £32,685.78 pro rata



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Recruitment Process and Key Dates

Apply online at www.myjobscotland.gov.uk. Applications should be submitted online using the forms provided through the myjobscotland portal.

CVs will not be considered.

All applications must be received by 11.59pm on the closing date. Late applications will not be considered.

Your application form should contain sufficient information and evidence to demonstrate that you have the skills and experience required for the post.

KEY DATES

We would ask that you note the dates of the recruitment timetable and ensure you are available to meet the scheduled arrangements.

- Closing date: 4th November 2026

You will be notified by email at each stage of the process. Please ensure that you check your junk/spam as sometime emails from my job Scotland go into there.

We will advise all candidates of the outcome of the recruitment process as soon as possible.

If you are the successful candidate:

(a) You will be asked to submit a completed pre placement health questionnaire so that the necessary medical clearance can be obtained prior to commencement of employment.

(b) We require **two** references. Your reference will be written to after interview. One must be from your current or most recent employer who may be contacted and can comment on your experience and competence for this post. Please state their position in the company / organisation. It would be helpful if you could advise your referees of these arrangements. Please ensure that the email address is correct for them on the application form before submitting as we contact all references by email, as this may delay the manager confirming a start date with you.

(c) You may, depending on the type of post, be required to undergo a PVG/Disclosure check prior to a formal offer of employment being made by Clackmannanshire Council. This is now an online form, which you will be emailed a link and you only have 7 days to complete.

If successful, detailed statements of particulars will be provided to you via email once all satisfactory pre-employments have been received.

Job Profile

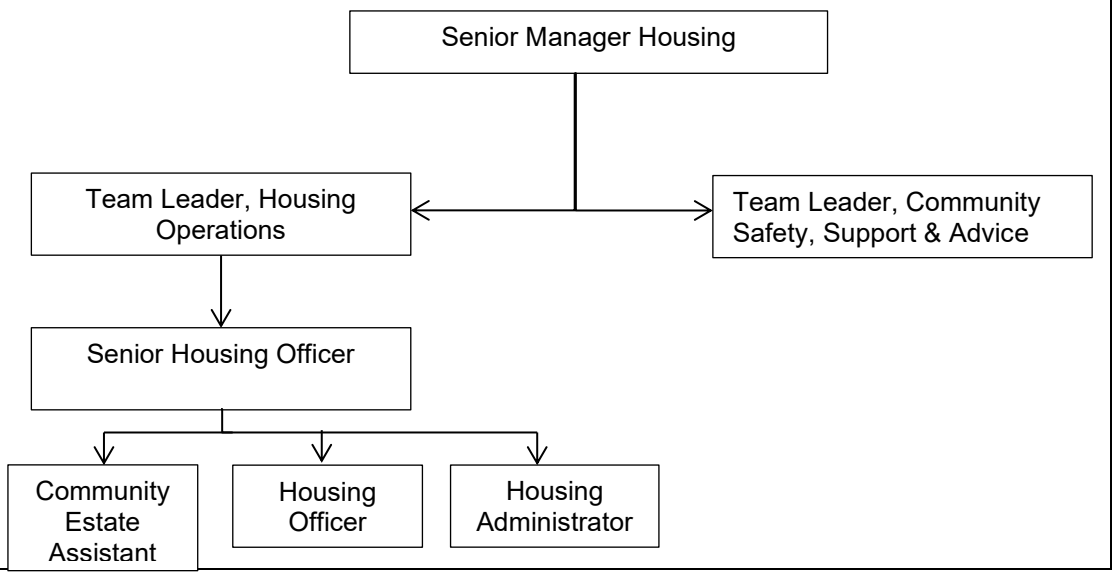
This job profile sets out the principal responsibilities of the post at the time it was compiled. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Section A	**Grading Section**
Post Title: Community Estates Assistant Initial Location: Kilncraigs In certain circumstances, during the course of your employment, you may be required to work either on a temporary or established basis at any of the Council's locations, or at other venues as advised, which will be within reasonable travelling distance. Where such a change is proposed this will be managed by a process of consultation. Reports to post (Title): Senior Housing Officer Service: Place Date last updated: 04/07/07 Date if superseded: 04/02/2020	Eval Ref:A4475 Post Number:LL31a Grade:5

Section B

ORGANISATIONAL RELATIONSHIP AND EMPLOYEE RESPONSIBILITY

This section describes the reporting relationships of the job within the immediate organisation and if appropriate has detail of the organisation a tier above and below the job. This also describes and responsibility for employees (if any).



Section C

PRINCIPAL PURPOSE AND OBJECTIVES

This section lists the main (headline) responsibilities / accountabilities of the job.

The post holder will play a pivotal part in ensuring tenants and residents live in well maintained neighbourhoods where they feel safe.

The post holder will carry out regular inspections of council estates, open spaces and gardens. This will include performing uplifts of some bagged waste and other items of fly tipping.

Working within the Tenancy Management Team the post holder will carry out instructions given to them in accordance with the relevant policies, procedures and guidance notes.

There will be an expectation that the post holder will be able to safely carry out physical work with an understanding of relevant risk assessments and health and safety regulations.

Section D

MAIN DUTIES AND RESPONSIBILITIES

This section provides detail of the main responsibilities / accountabilities. Individual tasks may be included. (Note these are illustrative and are not exhaustive).

- Monitor council estate infrastructure throughout Clackmannanshire.
- Administration duties as required (recording workload, sending emails, writing letters etc.).
- Provide progress reports to the Senior Housing Officer.
- Investigate and report faults in street, back courts and close lighting to appropriate agency.
- Investigate and control litter, refuse dumping and problems associated with wheelie bins.
- Investigate record and report vandalism, property damage etc. in streets, closes and open spaces to appropriate agencies.
- Implement minor repairs to make safe vandalised or damaged areas.
- Evaluate and implement practical community safety measures e.g. making safe broken glass.
- Carry out ongoing liaison with tenants re housing and environmental issues.
- Carry out introductory visits to new tenants where deemed appropriate (pertaining to conditions of let, garden upkeep, correct disposal of rubbish/recycling, dog fouling and antisocial behaviour).
- Work in co-ordination with other agencies to provide support to new and vulnerable tenants, including Housing Officers, the Police and Social Work.
- Monitor specified areas such as tenants gardens, closes, common areas and open spaces on the Housing Revenue Account (HRA).
- Monitor anti-social behaviour in conjunction with the Tenancy Management Team, the Police, and other designated agencies.
- Investigate and report abandoned tenancies and abandoned vehicles.
- Investigate and remove graffiti, broken glass, needles, etc. from tenancies, closes and public places.

- Work with Environmental Protection Officers to help tackle problems of stray dogs, assist in compliance with dog fouling legislation and clear up dog fouling.
- Assist in the investigation of complaints of anti-social behaviour and report findings to the appropriate agency.
- Fully liaise with Environmental Services in relation to the clearing of litter and refuse, assisting in the removal of graffiti, litter, needles, gum and abandoned cars.
- Assisting and participating in community clear ups and recycling.
- Develop a proactive approach in supporting community members to create a positive, strong, safe and attractive community.
- Act as a local contact point for residents' enquiries.
- Liaise with, and support agencies in the recording of incidents and be a 'professional witness' when required (this will entail detailed record keeping and ability to present cases in court).
- Gather and prepare evidence in conjunction with the Tenancy Management Team and with our Legal Services.
- Liaise with Legal Services in the process of collating evidence for court hearings and give evidence in Court on behalf of the Council when required to do so.
- When deemed appropriate carry out heavy maintenance land works to enhance particular areas.
- When deemed necessary, undertake the uplift/delivery/storage of bulky items.
- Monitor council housing estates to reassure residents and shopkeepers and to deal sensitively with gatherings of young people through developing trust and mutual understanding.
- Assist in presentations and meetings with the public.
- Anything else considered necessary to ensure an effective service.

Section E

KNOWLEDGE, SKILLS AND EXPERIENCE

This section details the knowledge and skills including any qualification, specific training or experience required.

The jobholder requires predominantly practical knowledge to do the job. This knowledge is normally acquired through either on or off-the-job training and experience. This is to enable the jobholder to undertake a range of related tasks. An example of this could be advising housing officers on possible landscaping solutions in respect of housing owned land. The jobholder needs to be comfortable in liaising with colleagues from other services such as Lands & Roads.

Literacy and numeracy are required for interpreting or preparing documents requiring original composition and undertaking arithmetic functions. The job needs additional knowledge acquired through further education or vocational/off-the-job training, knowledge which could not be acquired by other means.

An Estate Warden will be expected to use their own initiative and common sense judgement when undertaking the varied tasks expected of them. Decisions of a difficult nature can be discussed with the Senior Housing Officer. In addition they shall have:

Essential:	
Criteria	**Means of Assessment** **e.g. Application, Interview, Reference, Certificate**
1. Full current driving licence	Application, licence to be presented at interview
2. A good level of fitness	Application, Interview
3. Knowledge, training and experience of appropriate Health & Safety regulations	Application, Interview, Certificate
4. Excellent communication skills and the ability to deal with service users who may be vulnerable, abusive and demanding	Application, Interview
5. Understanding of diplomacy, confidentiality and discretion	Application, Interview
6. Demonstrate the ability to successfully work independently and as part of a team	Application, Interview
7. The ability to schedule work and organise tasks to meet strict deadlines	Application, Interview
8. Literacy, numeracy and IT skills	Application, Interview
Desirable:	
Criteria	**Means of Assessment** **e.g. Application, Interview, Reference, Certificate**
1. Gardening/landscaping and labouring skills	Application, Interview, Certificates
2. An understanding and knowledge of asbestos containing materials	Application, Interview, Certificate
3. Clinical waste training	Application, Interview, Certificate
4. Manual handling training	Application, Interview, Certificate
5. First Aid qualification	Application, Interview, Certificate
6. Experience of working in a Housing environment	Application, Interview

Section F

WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions and any specific physical effort.

The post holder is required to work predominantly outdoors but has the ability to take shelter or undertake alternative duties indoors. The jobholder will also have the regular use of a van.

The post can involve exposure to disagreeable or mildly hazardous working conditions. This would include dealing with substances and odours such as animal waste, discarded needles, and dealing with dumped refuse as required.

The post requires an ongoing high level of physical effort in terms of lifting items considered to be of a moderate weight. A feature of the post is to uplift items dumped in tenant's gardens or in open spaces owned by the council.

The post requires regular physical demands e.g. walking, sometimes over uneven terrain and climbing stairwells to inspect closes, with periodic requirements for moderate effort for example cleaning a close or strimming a garden.

Section G

PHYSICAL CO-ORDINATION

This section details the predominant demand for physical skills and co-ordination required to undertake this job. For example: operation of hand tools, keyboard skills, driving and other equipment.

Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. For example, when cleaning a close and the uplift of items such as broken glass, discarded needles, clearing gardens etc.

Considerable precision is required when using a strimmer in a tenant's garden. The job holder will also have access to a hand drill for drilling holes in bins to attach pad locks.

The jobholder also needs to be able to drive to enable them to travel between locations where work is undertaken. The jobholder drives a car or light van.

Section H

MENTAL SKILLS

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

The post predominantly requires planning work and scheduling activities for themselves and others, for more than a week in advance. Examples of this are creating cleaning rotas, deciding upon the frequency of estate and close inspections.

The job holder needs to use their judgement where there is a need to interpret information or situations when working with our tenants to solve generally similar problems. This can include suggesting improvements to estates or tenant's gardens. This leads to collaborative work with other services and deciding upon a specific course of action to resolve or enhance a specific situation.

Section I

CONCENTRATION

This section details the work related pressures which may make concentration more difficult and also the responsiveness required of the job holder. For example: Service related deadlines, internal /external deadlines, conflicting demands.

The post holder is required to demonstrate enhanced mental or sensory attention. Examples of this could include inputting records in a database and undertaking inspections.

Short periods of enhanced attention, are typically required to be sustained by the jobholder on a day to day basis, and it is switching from one thing to another which creates the most pressure for the jobholder day to day. This switching is between a number of tasks, examples of this can include pruning and cutting back vegetation. This can also include cleaning a common close over a number of floors when consideration has to be given to users and residents alike.

Examples of considerable work related pressure include carrying out close and estate inspections within the agreed frequency, responding to requests made by Housing and Senior Officers to respond to urgent demands such as to clean or inspect a close, or dumped rubbish following an enquiry from an elected member or member of the public.

Section J

COMMUNICATIONS SKILLS AND DEALING WITH RELATIONSHIPS

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact and explains the nature of the communication and level of skill required by the post holder. E.g. dealing with complaints, clients etc.

The post holder interacts with other members of staff such as Housing Officers, lands operatives in the course of their duties, tenants and residents.

In the course of interactions with other members of staff and customers the post holder will be required to elicit or explain information that they may be unfamiliar with. This could include explaining council policy and procedure to a tenant or resident. Similarly, this could include explaining the requirements of hard landscaping and lands work required with a Housing Officer who for the most part will not have knowledge of this.

The post holder is required to demonstrate a great deal of tact and diplomacy when communicating with customers. A significant number of tenants will be demanding in terms of their requirements and the work that is required. This type of significant additional demand is from individuals who can be alcohol / drug dependant or who may be disadvantaged by learning difficulties. This skill is required on most days.

Section K

PHYSICAL ASSETS,DATA AND FINANCIAL RESOURCES

This sections details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data** e.g. computers, record keeping **financial** the direct/indirect responsibilities for financial resources, from handing cash and cheques, through processing invoices and other financial transactions, to accounting for financial resources and budgetary activities.

The post holder has a primary responsibility for ordering stock of a limited range of supplies for use by them, their team and colleagues.

As the post holder will be required to drive a Council vehicle they will be responsible for carrying out daily checks and report faults and breakdowns.

The post may involve occasional responsibility for handling usually small amounts of cash.

Section L
INITIATIVE AND INDEPENDENCE
This section details the problems which the post holder must deal with in the course of normal working, the decisions which the jobholder is able to take, and the extent to which advice and guidance is available (Note, these are illustrative and are not exhaustive).

The job predominately involves working within established Policy, Procedure and Guidance Notes. The job holder requires initiative in the course of the working day to organise their own workload and decide how and when duties are carried out.

The work may involve responding independently to routine or predictable problems and situations. The job holder generally has access to a Senior Housing Officer or Team Leader for advice and guidance on unusual or difficult situations.

Examples of the judgements the post holder would be required to take may involve deciding whether to issue a tenancy warning for the tipping of refuse or for not adhering to a close cleaning rota. Guidance can be sought from a Senior Officer in these instances. In addition to this the post holder will be required to decide the best course of action with regards to some improvements funded by the housing capital budget. The post holder would be expected to have sufficient knowledge and understanding to advise a Senior Officer of accordingly.

Section M
EQUAL OPPORTUNITIES

Staff are expected to promote equality of opportunity.

As a member of staff you will be expected to uphold and promote the Council's policy commitments to equality and diversity and its legal obligations under the Equality Act as well as ensuring the fair, equitable and non-discriminatory treatment of service users, colleagues and partners.

Section N
HEALTH AND SAFETY

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care of their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and current and appropriate codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and must comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Section O
CLIMATE CHANGE

The Council agrees that climate change is one of the most serious challenges facing its communities and across the world and understands that meaningful action at international, national and local level is required in order to safeguard our planet for future generations. As a member of staff you are asked to uphold and promote the Council's net zero targets and its statutory requirements to reduce greenhouse gas emissions as part of the Public Bodies Climate Change Duty reporting process.