

JOB PACK

Estate Services Planner

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

We have an established and dedicated team of 600 employees within our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property-based services across the Group, covering a broad range of disciplines from reactive, planned and grounds maintenance to property refurbishments, estate services, building safety and compliance.

You will be welcomed into a committed and passionate team, with a key focus on professionalism and working together.

Role Summary

We are seeking an Estate Services Planner to support our Gardening and Caretaking Services, which helps to enhance our residents' green spaces, communal gardens and internal communal areas and grassed areas around homes and estates.

You will have excellent customer service skills and be able to give clear advice and explanation of work that is needed.

You will maintain strong communications links with other departments across the Group.

Responsible To - Assistant Director (Estate Services)

MAIN TASKS OR ACTIVITIES

1. Allocate actions to teams and team members and keep control of the relevant services' email in-boxes.
2. Raise and record actions and/or repairs carried out by the Estate Services teams.
3. Organise and administer material orders.
4. Record holiday requests.
5. Update budget spreadsheets and keep managers updated on monthly budget spend.
6. Log/update scheme visits by teams as requested.
7. Administer and record Land registry requests.
8. Keep, record and update all H&S training records, vehicle checks, toolbox talks, tree surveys, tools and equipment lists.
9. Record and administer the caretaker's periodic fire checks, including requesting repairs, sending out appropriate letters and closing down fire risk actions.
10. Liaise with Customer Service Advisors to follow up on queries.

11. Issue approved orders to external contractors and to update the appropriate system with completion dates and invoice costs.
12. Provide weekly/monthly updates on performance as requested.
13. Help provide an excellent customer service by being an effective team member and ensuring that all Group policies and procedures are adhered to.
14. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
15. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
16. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- A good standard of education with qualifications demonstrating basic numeracy and literacy skills; GCSE grade D or above (or equivalent)
- Computer literate.
- Experience of planning works.
- Ability to maintain accurate and up to date information records and reports.
- Ability and experience of working with IT Systems such as CRM, QLx and Invu.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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