

## Bernicia, New Start Role Profile

**Title:** Assistant Operative

**Reporting to:** Team Leader Estate Services/Estate Operative

**Date:** February 2024

### Purpose

To undertake a range of estate based duties across across Bernicia's estates, schemes, and offices, with the purpose of assisting Estate Operatives and gain experience in a working environment

### Operational

- Assist in the delivery of excellent, consistent and responsive estate management services, which include:
  - Estate and site inspections.
  - Fly tipping removal.
  - Litter picking.
  - Assist in grass cutting and strimming under supervision.
  - Observe and assist within safe boundaries weed spraying.
  - Assist in shrub bed maintenance under supervision.
  - Grafitti removal. Observe and assist where requested.
  - Assist in footpath gritting and clearing.
  - Assist in the safe cleaning and disinfection of bin stores.
- Responding to reporting identified issues with the support of the Estate Services Operative.
- Work closely with Estate Services Operatives to ensure estates and communal areas are maintained to a high standard.
- Assist in responding to specific service requests as required.
- Provide appropriate assistance to tenants as supported and advised by the Estate Services Operatives.

## Corporate

- Implement health and safety policies and procedures; carrying out suitable and sufficient risk assessments according to risk assessment procedures.
- Comply with all relevant legislation, policy and procedure.
- Undertake New Start Training programmes as required and monthly monitoring

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership”, under the guidance of their mentor, of any issue with which they become involved, ensuring that all matters are brought to a the best conclusion possible.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

## Essential & Desirable Skills & Experience

- Reasonable Standard of general education
- Reasonable organisational and prioritisation skills
- Good interpersonal and communication skills, verbal and occasionally written.
- Reasonable physical ability

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....



Funded by  
UK Government

NORTH  
OF TYNE  
COMBINED  
AUTHORITY

POWERED BY  
LEVELLING  
UP

A partnership between

karbon  
homes



Your Homes  
Newcastle



North Tyneside  
Council

BERNICIA



Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.

