

## Job Description

<b>Job Title:</b>	<b>Estate Ranger</b>
<b>Reporting to:</b>	Senior Estate Ranger
<b>Department:</b>	Neighbourhoods
<b>Direct Reports:</b>	None
<b>Budget:</b>	None
<b>JD date reviewed:</b>	June 2026
<b>Job Level:</b>	10
<b>Job Family:</b>	Communities

### Job Purpose

To deliver exceptional and safe environments for residents and other relevant stakeholders across all Eastlight's estates and places of work, working collaboratively with Neighbourhoods to maintain and improve our communities.

### Key Strategic Responsibilities

- As an Estate Ranger, you will be responsible for ensuring our estates, communal areas and facilities are safe and tidy by performing basic communal repairs, grounds maintenance, clearing of communal areas to ensure fire safety, removal of commercial standard moss, leaf and bin store clearances, carpet cleans and fly tip removal.
- Help to support customers with additional needs, by undertaking garden maintenance, household repairs and general support within the home.
- Seek to minimise anti-social behaviour across problematic estates.
- You will also offer a professional and practical service to all our customers, developing and maintaining trust and rapport.

### Key Functional Responsibilities

- Develop and implement an estate-based focus for the provision of housing services.
- Take ownership and responsibility for service-related complaints or queries ensuring the customer experience is positive, professional and the response is within set timescales.
- Maintain a vigilant presence on the estate, including unsociable hours of work to deter vandalism, graffiti, and anti-social behaviour. This will require installing measures to minimise anti-social behaviour and monitoring of problem areas to ensure they are safe, tidy and clear of potential hazards.
- Removal of fly tips and rubbish within set timescales or arrange for removal in instances when you are unable to do this yourself. This will require the correct use and rotation of skips and engaging with contractors who are equipped to remove larger and/or specialist items.

- Carry out housing management tasks across Eastlight’s stock portfolio and inspect, clean and where appropriate maintain communal areas by completing basic repairs and general maintenance tasks.
- Grounds maintenance tasks throughout communal spaces including grass cutting, hedge trimming, alleyway and garden clearance, ivy, and moss removal, gritting etc.
- Basic tree maintenance works to remove obstructions, ensure resident safety and support the tree survey programme.
- Support our Fire Safety policy by ensuring the means of escape in communal areas are always clear. You will remove items from communal areas, store as appropriate and keep accurate records of removed items.
- Maximise garage rental revenue by undertaking garage inspections and where required complete repairs such as spring replacements, garage lock changes and/or clearances ensuring they are ready to be let.
- Gather information where required on neighbour disputes or anti-social behaviour and present this information to the relevant Neighbourhood Lead, this may include court action and enforcement.
- Identify and undertake / arrange rectification of potential hazards which require remedial action to make safe.
- Liaise and communicate effectively with tenants and residents to build positive relationships and enhance Eastlight’s reputation.
- Undertake duties and activities as directed by the Senior Estate Ranger / Regional Managers, working collaboratively with Neighbourhood Leads.
- Monitor and update our in-house digital workflow system to review and complete jobs on your handheld device.
- Carry out additional training as and when required and ensure manual handling guidance, risk assessments and method statements are always followed.
- Have a flexible approach to work.
- Report any safeguarding concerns in line with our Safeguarding policy.

## Person Specification

### Education and qualifications

- No specific qualifications. Necessary training will be given as appropriate.

### Experience

- Experience of working with the public and dealing with sensitive issues.
- Ability to carry out manual tasks including basic DIY and grounds maintenance.
- Competent in the use of power tools and manual handling techniques.
- Willingness to use handheld Personal Digital Assistant (PDA/Smartphone) to complete work.

	<ul style="list-style-type: none"><li>• Commitment to delivering exceptional customer service.</li></ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"><li>• Knowledge of Health and Safety, understanding of building maintenance, awareness of personal safety.</li><li>• Good communication skills, both verbal and written</li><li>• Excellent problem-solving skills.</li><li>• Ability to adapt behaviour to support and interact people with special educational needs and other disabilities.</li><li>• Able to use Microsoft software and maintain records.</li><li>• Must have a current (manual) UK driving license and be confident driving a van/large vehicle.</li></ul>