



Role Profile

This section provides key information relating to the role

Job Title:	Housing Estate Services Manager		
Post No:	RP0016	Grade:	J
Team:	Neighbourhood and Enforcement	Location:	Campus East
Responsible to:	Assistant Director – Homes and Neighbourhood		
Responsible for:	Estate Services Administrator, Caretaker		

Overall job purpose:

Develop and manage the delivery of a high-quality estate management service to our tenants and leaseholders, which will include a planned programme of works covering all aspects of grounds maintenance and caretaking.

Develop and implement service standards across the Neighbourhood functions to increase satisfaction with estate management services, considering the requirements of the social housing white paper and tenant satisfaction measures, and deliver them through effective method statements and SMART objectives.

Manage service level agreements and contracts with internal and external suppliers and contractors to ensure services provided meet contractual obligations and value for money and lead on the negotiation and procurement of such services.

Lead in the monitoring of standards and health and safety issues across our estates, through regular and ad hoc inspections, either alone or in conjunction with the Neighbourhood Team and residents, taking appropriate remedial action on problems encountered.

Key areas of focus:

1.	Lead the review development and implementation of estate management policies and procedures, ensuring that these are legally compliant and are aligned with the needs of the business and organisation values.
2.	Provide teams with the right tools, vehicles, equipment, clothing, and training to perform their duties safely and efficiently.
3.	Undertake quality assurance checks across our estates ensuring compliance with relevant policies and procedures, and that appropriate action is taken to address any issues identified and learning is shared and embedded to support continuous improvement.

4.	Lead and manage compliance with COSHH and Health and Safety legislation, ensure policies are followed, and good practice is demonstrated in relation to day-to-day activities; undertake risk assessments where necessary and making sure adequate records are kept satisfying audit requirements.
5.	Responsible for low level enforcement in communal areas and estate-based nuisance and issue proportionate remedies to tackle persistent offenders.
6.	Embed a culture of collaboration across council services, creating a single point of contact within Neighbourhoods to help address some of our shared priority issues. Work proactively with partner organisations and agencies to develop and deliver innovative solutions to improve our estates and neighbourhoods.
7.	Identify opportunities to bring contracted work in-house to reduce costs and improve the service delivered to residents.
8.	Explore alternative resource streams, such as volunteers from DWP, Community Payback and other voluntary services, to support the Neighbourhood and Enforcement Team during peaks in workload. Manage the work of volunteers where these are used to ensure service standards are met.
9.	Ensure Qgis mapping system for Housing Operations is accurate and up to date to work plan sufficiently.
10.	Identify opportunities to involve residents on estate services issues aimed at clarifying their responsibilities and identifying improvements to communal space and the service provided.
11.	Manage and implement project-based estate improvements including the Neighbourhood Improvement Bid.
12.	Respond to resident and MP enquiries and complaints within timescales and role-model a culture of excellent customer service delivery.
13.	Manage the ad-hoc GM, maintenance, and caretaking budgets, circa £250K, ensuring that resources are allocated appropriately, and that expenditure adheres to the council's and the Economic Standards value for money commitment.
14.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
15.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
16.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent and grade C or above in English and Maths or can demonstrate substantial experience in a related field.	x		AP
Experience of managing or co-ordinating the delivery of a comparable service within a social housing or estate management setting.	x		AP/IN
Leadership skills, to include the ability to challenging poor performance and achieving staff-buy in to service excellence and other organisational values and objectives.	x		AP/IN
Experience in identifying where service delivery can be improved with a target driven environment and ability to drive change to deliver enhanced customer satisfaction.	x		AP/IN/AS
Knowledge			
Knowledge and training which has resulted in the acquisition of knowledge of:			AP/IN/AS
• Health and safety legislation and how it relates to the role, including COSHH.	x		
• Preparation of work plans and schedules	x		
• Gardening and horticultural practices		x	
Skills and abilities			
Good written and verbal communication skills tailored towards a range of audiences and the ability to communicate effectively in a range of situations.	x		IN/AS
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.	x		AS

Able to create effective & collaborative working relationships with customers, partner groups and stakeholders.	x		IN
Ability to develop creative solutions to problems and make confident decisions independently.	x		AP/IN/AS
Able to demonstrate effective team working.	x		IN/AS
Able to influence and use negotiating skills with contractors and partners, including supporting culture change.	x		IN
Ability to calm potentially emotionally challenging situations and to deal with people who display challenging behaviour.	x		AP/IN
Other attributes			
Excellent time management and organisational skills to effectively manage and plan a varied workload	x		AS
Dealing appropriately with personal and sensitive information, always ensuring full compliance with data protection legislation.	x		IN
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	x		IN
Budget management and control circa 250K	x		IN
Full driving licence and access to a car	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.