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|  | **Role Profile**  **November 2024** |
| **Job Title:** | **Estate Services Manager** |
| **Reports into:** | Head of Customer Services |
| **Responsible for:** | Estate Services Office x2  Senior Caretakers x2  Caretakers x10 |
| **Department/ Location:** | Operations/Stockwell |
| **Disclosure Level:** | Enhanced |
| **Role Purpose:** | * To deliver a first-class estate service through effective management of the in-house cleaning team, grounds maintenance team, plus effective contract management for various aspects of the estate and delegation. * Responsible for ensuring all estates, streets, sites and property assets are kept clean, tidy, and provide a safe environment. * Manage health and safety across the estate. * Lead and develop estates staff to ensure the organisation has an effective, engaged and high performing team with the right skills and experience to deliver a high-quality estates management service that works collaboratively, effectively with the wider SW9 team to ensure the effective deliver of a high-performance excellent customer focussed service |
| **Key Responsibilities:** | |
| **Estates Management**   * Be operationally responsible for ensuring estate cleaning & grounds maintenance are carried out to a high standard both from a contractor and staff perspective. * Ensure estate is secure and safe. * Be operationally responsible for wayfinding and estate and building signage to be completed and up to date. * Ensure block and communal repairs are completed to the right standard, within timescales and within budget. * Ensure estate and block Inspections are completed accurately and promptly, with all resulting actions followed through to completion. * Ensure any areas of concern identified during estate walkabouts or inspections are raised with the relevant service area. * Oversee accurate utility meter management (outsourced) * Manage door entry & access control systems to ensure estate security. * Manage and monitor estate and block lighting. * Responsible for community space facilities management. * Ensure estate roads and footpaths are maintained to a good safe standard.   **Staff Management**   * Meet and exceed personal and organisational performance targets, objectives and service levels. Work towards supporting SW9’s corporate and performance standards, including its vision and values. * Analyse performance data identifying service gaps and provide accurate contractor performance information as required. * Direct management of cleaning, caretaking; grounds maintenance; tree maintenance, refuse contractors; estate cleaning, playground inspections and all other estate services contracts to ensure quality standards are maintained in accordance with contract specifications. * Manage and develop a high performing team by effectively undertaking one to ones, performance appraisals, personal development plans, team meetings, sickness reviews and other management activities as required, on a timely basis. * Ensure that training and development needs are identified within the team, to assist in the provision and arrangement of training and monitor its effectiveness. * Ensure that all duties and activities are undertaken within the standards, processes and procedures set by SW9, SNG and statutory regulators. * Inspire, lead and be a role model, consistently demonstrating the SW9 culture and values   **Health & safety**   * Ensure all Health and Safety policies, regulations and procedures are communicated to staff and complied with at all times. * Ensure Health & Safety Compliance is adhered to estate wide; including blocks. * Ensure Fire Safety standards are adhered to, and compliance met. * Ensure risk assessments are carried out as required so that risks are minimised and ensure compliance of Health and Safety regulations. * Ensure all communal and common parts are compliant at all times with Health & Safety legislation. * Ensure lone working policies are implemented, ensuring staff work in compliance with the policy and are issued with correct PPE as necessary. * Maintain accident/incident records; carry out investigations into any accidents/incidents. * Ensure that all FRA’s action are completed and uploaded on to Riskhub system. * Ensure all staff receive up to date Health and Safety training and maintain the staff training matrix schedule.   **Financial Management**   * Demonstrate value for money in all areas of responsibility and as requested by the Head of Customer Services. * Assist the Head of Customer Services with annual budget setting for the department. * Remain within an annually set budget and with ongoing financial performance improvement, maximising resources. * Raise and goods receipt orders and purchases on P2P.   **Complaints Management**   * Ensure that the team responds clearly to complaints and member enquiries within time and quality targets, learning from service failures and monitor the quality of staff correspondence and feedback.   **Contract Management**   * Be responsible for contract management of outsourced services. * Manage CCTV & Concierge contract. * Through high quality contract management and programmed estate inspections ensure estate and environmental services comply with the agreed standard as set out in the service contracts. Manage contractor poor performance through to improvement and resolution. * Involve customers in the design and monitoring of services. * Effectively manage third party contractors responsible for delivering to a high quality, environmental and cleaning services to SW9 residents that meet all standards and performance targets. * Support the Head of Customer Services in reviewing the services provided by external contractors to establish they represent VFM. * Procure and manage estate communal stock, as well as administer orders for unscheduled works relating to estate services. Investigate manage orders/costs of unscheduled works including: * Arboriculture * Cleaning materials * CCTV, * Traffic management in relation to major works taking place on the estate. * Support and provide input into estate wide regeneration programme.   **General**   * Collaborate with colleagues to deliver a joined-up service, developing mechanisms to drive service improvement. * Keep up to date with key legislative changes and sector good practice and embed these into the departments’ service delivery. * Ensure services are designed and delivered to meet the needs of the diverse community within which we work. * Work within the parameters of the organisation’s strategy, objectives and policies. * Work to ensure that both personal and organisation risks are minimised. * Engage with residents and their representatives including but not limited to the following activities:   + Attend resident group meetings and weekend events when required   + Assist in carrying out resident consultation exercises   + Undertake any other duties and projects of a similar nature and at this level within SW9 as required by the Head of Customer Services   + Attend evening meetings and other community events as required | |
| Passionate about delivering 5\* customer service | |
| **Standard Responsibilities**  Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:   * Code of Conduct * Health and Safety * Data Protection, privacy, and use of IT resources * Regulatory standards and probity * Risks and internal controls framework * Human Resources policies and procedures * Equality and diversity | |
| **Contacts - External/Internal** | |
| * Board and Committee members * Residents and resident representatives * Contractors and consultants * Executive Director, Senior Leadership Team, Operational Managers, and staff within SW9 CH * SNG Team | |

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| **Person Specification** | |
| **Education** | * A good standard of education commensurate to the role. * Evidence of working within social housing continuous, challenging, and relevant professional development. * Holds a relevant professional qualification (highly desirable). * Holds a management qualification (essential – CIH) |
| **Knowledge** | * Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility * Demonstrate evidence of building and maintaining effective, productive relationships with key stakeholders. * Up-to-date knowledge of legislative frameworks, regulatory requirements, and key issues relevant to the post. |
| **Experience** | * Management experience in Housing and Estate Management. * Proven track record in service improvement. * Experience of Estate Management within Social Housing (desirable). * Excellent analytical skills to identify a range of issues from information gathered. * Proven ability to work under pressure, adapt to changes in circumstances, and to be resilient and remain optimistic in the face of adversity. * Experience of managing conflicting views in a confident, assertive, and diplomatic manner. |
| **Skills** | * Excellent people management skills with the ability to manage staff through change. * Excellent written communication skills sufficient to write detailed reports, letters and emails. * Excellent listening skills to understand issues raised by a wide variety of customers and callers. * Ability to develop and deliver innovative solutions to problems. * Ability to work with Microsoft Office applications such as Outlook, Excel, and Word. * Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility |
| **Abilities** | * Must be able to demonstrate the ability to manage a team’s performance in order to meet targets. * Ability to motivate and lead a team to deliver objectives and targets. * Strong verbal communication skills and the ability to adapt this approach for different audiences * Excellent listening skills to understand issues raised by a wide variety of customers and callers. * Ability to use initiative while working within guidelines. * Excellent time management skills and able to prioritise, plan own workload and show flexibility * Adaptable and ‘can do’ attitude. |
| **Systems** | * Northgate -NEC * Customer Hub * Use of MS office * SharePoint, * P2P |
| **Competencies** | * Able to manage and prioritise demanding workload * Meet deadline and KPIs * Calm and professional * Self-motivated and personal with a ‘can do’ approach * Seeks opportunities for improvements * Actively demonstrates interest in all aspects of the business |
| **The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is required.** | |
| **We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HEART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HEART behaviours:** | |
| **Hungry**  I am ambitious to succeed   * Optimistic: I am can-do and focussed on what can be done * Creative: I find new ideas and solutions to challenges * Bold: I get out my comfort zone and try new things * Motivated: I welcome feedback and want to succeed   **Embrace** – I embrace everyone and support our colleagues and residents to feel confident in themselves, actively building an inclusive culture   * Supportive: I support everyone and value their individuality * Ambassador: I strive to create an inclusive organisation * Welcoming: I welcome all values and beliefs * Inquisitive: I never stop learning and constantly seek a better understanding of the world   **Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively   * Resilient: I work hard to make things happen * Disciplined: I am realistic and do what I say I will do * Personal ownership: I take ownership of an issue until it is resolved * Confident: I make decisions that are within my remit   **Respectful** – I treat everyone with respect and understanding I arrive on time and take full part in meetings   * Prepared: I arrive on time and take full part in meetings * Communicator: I listen to others and work hard to communicate well * Responsive: I always answer a ringing phone and respond quickly * Self-aware: I put myself in others’ shoes and understand how my actions impact on others   **Together** – I am proud to be one team   * Positive: I talk positively about SW9 CH as one team * Proactive: I put myself forward and build great relationships * Supportive: I support and recognise the contribution of others * Role model: I genuinely believe I make the difference | |