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|  | **Role Profile**  **2025** |
| **Job Title:** | **Estate Services Manager** |
| **Reports into:** | Head of Customer Services |
| **Responsible for:** | Deputy Estates Manager  Senior Caretakers x 2  Caretakers x10 |
| **Department/ Location:** | Operations/Stockwell |
| **Disclosure Level:** | Enhanced |
| **Candidate Overview:** | We are seeking a proactive and experienced **Estates Manager** to take a leading role in delivering high-quality estate services across our housing portfolio. The ideal candidate will bring a strong background in estate or facilities management within the housing or property sector, with a proven track record of maintaining safe, clean, and well-managed communal environments.  You will have excellent leadership and communication skills , capable of managing in-house teams, while also overseeing external contractors to ensure high standards and value for money. A solid understanding of health and safety compliance, contract management, and customer service excellence is essential. |
| **Role Purpose:** | Lead the effective management and maintenance of the SW9 estate, ensuring communal areas, grounds, streets, and associated facilities are clean, safe, and maintained to a high standard.  Deliver a first-class estate service through proactive management of in-house cleaning and grounds maintenance teams, as well as oversight of relevant external contractors.  Ensure all estates, public spaces, and property assets are maintained in a safe, tidy, and welcoming condition.  Oversee health and safety across all estate areas, ensuring full compliance with legal and organisational standards.  Lead, develop, and motivate estates staff to build a high-performing, skilled, and engaged team. |
| **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. * Inspect and monitor housing estates to ensure cleanliness, safety, and compliance with standards. * Address estate-related issues including fly-tipping, graffiti, and communal repairs. * Ensure estate is secure and safe. * Be operationally responsible for wayfinding and estate and building signage to be completed and up to date. * Support the implementation of sustainability and energy efficiency initiatives. * Responsible for community space facilities management. * Oversee and ensure block and communal repairs are completed to the right standard, within timescales and within budget. * Manage the cleanliness for all under crofts and other parking facilities. * Manage estate and block Inspections and ensure they 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) * Have management responsibility for 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**   * Direct management of Deputy Estates Services Manager, and overall responsibility for the Caretaking team . * Oversee 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. * Conduct regular one to one meetings and performance reviews. * 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 and playgrounds. * 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.   **Resident Engagement**   * Act as the point of contact for residents regarding estate-related concerns. * Work collaboratively with resident groups, community organisations, and internal teams to resolve issues. * Support estate walkabouts, resident meetings, and surveys.   **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 all complaints related to Estates services are responded to clearly and within defined time and quality targets. Monitor the quality of correspondence and feedback, learn from service failures, and ensure that lessons learned are implemented effectively.**  **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 & KPI’s**   * Work collaboratively with the wider SW9 team to deliver a high-quality, customer-focused service that meets performance targets and supports community wellbeing. * 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   + 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 * 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.   **The individual may be required to undertake other reasonable duties commensurate with the scope and level of the role, as requested by management** | |
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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. * Degree-level or good standard of education or equivalent through relevant training/experience commensurate to the role. * Relevant housing qualifications – CIH (desirable) |
| **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. * IOSH or NEBOSH certification. |
| **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. * Experience with service charge setting and recovery. |
| **Skills & Abilities** | * 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 * 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 |
| **Systems** | * Northgate -NEC * Customer Hub * Use of MS office * SharePoint, * P2P |
| **Competencies** | * Able to manage and prioritise demanding workload * Meet deadline and KPIs * Customer Focused * Problem Solving * Attention to Detail * Organisational and Time Management * Stakeholder Management * Teamwork and Leadership (where applicable) |