



Job Description

Job Title: Estate Services Manager

Responsible to: Regional Manager

Responsible for: Estate Services Team

Purpose of Post: To assist with procurement and monitor estate services contracts for cleaning and grounds maintenance, ensuring that the delivery of all estate services meets high standards of safety, security, cleanliness and appearance. To work closely with customers and colleagues to meet customer requirements, quality standards and regional targets in regard to estate management.

Key areas of responsibility:

1. To manage and develop the regional Estate Services Team, ensuring that services are delivered in a customer-focused way and to agreed budgets. Including, but not limited to:
 - Holding regular and productive team meetings.
 - Undertaking regular one-to-one meetings.
 - Undertaking performance appraisals.
2. To ensure that estate management services are effectively managed with a focus on quality, value for money, health & safety and resident satisfaction.
3. To ensure that blocks of flats and relevant flat entrance doors are regularly inspected in line with Hastoe's Fire Safety Policy.
4. To ensure that contracts for estate management services are procured in line with standing orders and effectively managed.
5. To assist in the production of annual budgets for estate services across the area managed.
6. To monitor cleaning and grounds maintenance contracts to ensure that delivery of estate services are delivered in accordance with the terms of the contract and specification
7. To regularly meet with the larger Estate Services Contractors in the management of the contract ensuring that all contract KPIs are monitored and actions plans put in place to address areas of non-performance.



8. To ensure that health and safety is effectively managed both within the team and with contractors, including, but not limited to:
 - Undertaking risk assessments with team members and ensuring any improvements are actioned.
 - Ensuring that effective risk assessments and method statements are in place for contracted services undertaking spot checks as required.
 - Ensuring that the mobile working device is effectively used by the team.
 - Taking the lead with Estate Officer health and safety issues
9. To contribute as necessary to regular reviews of estate services and service charges to ensure service plans are effectively progressed.
10. To work in partnership with the Housing Team to deliver effective estate services and promote resident participation in the delivery and improvement of services.
11. To ensure that customer complaints are effectively dealt with, with a focus on service improvements. Which includes meeting residents on site to discuss their concerns
12. To monitor monthly key performance indicators for areas of responsibility.
13. To work with the Regional Manager in the development of policies and procedures.
14. To work effectively with colleagues across the organisation in delivering seamless services to customers.
15. To undertake estate inspections at schemes when required.
16. To ensure that services are delivered in accordance with relevant legislation and regulation.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but will be changed from time to time to meet the changing needs of Hastoe. It is a non-contractual document.



Person Specification

Attributes	Essential	Desirable
Education and Training	• Grade C or above GCSE English or equivalent.	• Educated to degree level or equivalent work-related experience.
Skills, knowledge and Experience	• Previous experience of working in estate services. • Excellent working knowledge of managing estate services including ground maintenance and cleaning. • Excellent people manager with proven experience in managing remote front-line teams. • Excellent customer service skills. • Excellent communication skills to a range of audiences, both written and verbal. • Good IT skills and experience of using Microsoft office applications and the ability to use housing management and other specialist software. • Experience of working with customers to improve services. • Experience in contract management. • Excellent working knowledge of relevant Health & Safety legislation and regulations.	
Personal Attributes	• A flexible approach with the ability to manage people through change. • Able to work in a team as well as lead one. • Able to manage a busy workload with conflicting priorities. • Prepared to work outside normal hours when required. • Demonstrated commitment to equality and diversity.	

This role requires the use of a personal vehicle and a valid UK driving license.