

Estate Operations Manager

Home Ownership Directorate

Overview	
Role Purpose	<p>Responsible for the effective management of local services on a mixed tenure estate and ensuring they meet the needs of the residents and NHG as a business.</p> <p>Coordinating communication and assets projects across the development and all tenures.</p>
Responsible for	<ul style="list-style-type: none"> Managing on site team delivering a holistic estate service. Maintaining a safe, clean and well-maintained living and working environment for residents and staff Leading on the production, issuing and management of service charge accounts across the estate Leading on coordinating different teams and departments on our approach to defects Project management of assets projects across the development. Leading on estate improvement initiatives Working in collaboration with residents to ensure their feedback is taken into consideration and ensuring they receive quality information and communication that meets their needs. Deliver the staff and resident promise at a local level
Reports to	Leasehold Manager- New Build or Head of Leasehold Services
Line management	<ul style="list-style-type: none"> Property Management Officer, Concierge/Security staff and others as agreed.
Date	January 2021

Role relationships	
Internal	All internal teams and departments as required including Finance, Development, Asset Management, Housing, BID and Workwise teams.
External	Residents, contractors, local authorities, MPs & Councillors support services, emergency services,

Role Purpose and Principles

- Responsible for managing a Property Management officer and working collaboratively with the leads for other tenures.
- Responsible for strong and effective leadership to the Property Management Officer and on-site staff. Managing motivating and coaching your team to develop and deliver great results.
- Overseeing income and expenditure on local estate and set service charges ensuring service charge legislation is complied with at all times and costs are recovered from residents.
- Be the resident voice, ensuring their feedback is taken into consideration on local estate service issues, work in partnership with others to ensure residents feel connected and supported by NHG to be involved in service delivery, scrutiny and improvement in their community.
- Work with the Assets Teams to plan and deliver reactive and planned maintenance services on the estate. Ensuring that these are completed to the satisfaction of our residents.
- Coordinate the delivery of major assets projects by different teams ensuring that the projects are delivered efficiently and efficiencies identified where possible between teams. Ensure that all asset project team are kept up to date with progress and change.
- To be the lead in procuring, implementing and managing local maintenance contracts to benefit our residents the estate and NHG.
- Drive improvements in services delivered to residents, delivering high performance in customer satisfaction with housing management and estate services.
- Establishing a culture of respect professionalism and great customer service on your estate and ensure that it aligns with our corporate values and supports our people to deliver excellent services and be proud supportive members of NHG.
- Be a role model for your team by demonstrating NHG core management behaviours and creating an effective team that can deliver a great service.
- Be a curious, challenging and creative leader with an open and honest approach to finding solutions.
- Develop an estate improvement plan with robust and achievable financial, performance and customer service objectives.
- Be prepared to report and be challenged on performance and compliance in all aspects of business activities including, plans, budgets, outcomes and risks.
- Accountable to the Leasehold Management and Home Ownership Senior Management Team, ensuring your team members understand what is required of them at work and how they can contribute and develop at NHG.
- Ensure vulnerable residents are protected using safeguarding and NHG's procedures.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Ensure you and your teams follow the financial regulations, policies and procedures at NHG.
- Ensure that you and your teams follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Role Purpose and Principles

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Monitor and analyse customer data and take appropriate action to ensure compliance with standards • Scan best practice to proactively develop strategies to improve customer satisfaction • Train and support others to develop a culture of continuous improvement in customer service to achieve excellence • Resolve escalated complaints effectively and proactively and implement lessons learned
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Highlight when strategic goals and objectives are at risk and provide options to reduce the risk • Identify creative solutions to complex problems • Tackle difficult situations with skill • Anticipate risks and take remedial action as required
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. • Actively seek feedback from customers and stakeholders to improve services • Maintain sector and specialist knowledge and awareness of best practice to drive excellence • Share best practice and work with others to find solutions to problems to improve standards and performance across NHG. • Achieve VFM in procurement and management of services considering benefits, risks and VFM in all proposals. • Manage budgets intelligently to meet business needs.
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Appropriately consider the needs and concerns of others • Deliver difficult messages clearly and effectively, with respect and sensitivity. • Influence external and internal stakeholders on existing services and policies. • Collaborate with others to resolve issues and achieve goals.

Management (delete if not needed)	<ul style="list-style-type: none"> • Lead by example and with empathy • Create a working environment that empowers and supports others to take responsibility • Communicate corporate and department goals, interpreting the implications and delivery requirements for others, ensuring they understand how their role contributes to the “big picture” • Involve the team in decision making to gain commitment • Tackle substandard practices or performance fairly and proactively. • Celebrate success
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<p>Essential</p> <ul style="list-style-type: none"> • Project Management experience, preferably in a Property/Asset Management environment • Experience delivering excellent customer service • A proven track record of consistently delivering results under pressure • Experience of managing business and staff performance, and budgets. • Willingness to work occasional evenings/weekends to meet resident needs. • Excellent communication and relationship building skills <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in social housing or similar environment. • People management experience, preferably in a customer focussed environment
Skills	<ul style="list-style-type: none"> • Excellent relationship management skills with stakeholders • Strong negotiation skills • Ability to interrogate data & interpret drawings • Experience of preparing and delivering high quality written reports and presentations • Effective IT skills
Qualifications and/or professional membership	<p>Essential</p> <ul style="list-style-type: none"> • Property Management (eg. IRPM), Project Management, Surveying (eg. RICs), or Housing (eg. CIH) qualification

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Role requirements	
DBS	<ul style="list-style-type: none">• Basic Disclosure
Data and information processing	<ul style="list-style-type: none">• Word• Excel

Role profile