**Wimbledon Park Co-operative Ltd**

**Job Description
Estate Manager**

**Salary:** £40.000 - £42.000 per annum

**Responsible to:** Wimbledon Park Co-operative Management Committee (Reporting to Chairperson or Deputy)

**Function of Post:**

As the leader of the Co-operative staff team, to always deliver to the highest standards of management and to contribute to the development of the ethos, policies and procedures employed by the Co-operative.

**Objective of Post**: To deliver housing management services for Wimbledon Park Estate, ensuring that the obligations set out in the management agreement with Wandsworth Council are fully met, be they obligations on the Co-operative or activities delivered by the Council or its contractors.

**Duties and Responsibilities:**

1. Reporting to the Management Committee, take operational control of the Co-operative and the effective and efficient housing management service for all

residents of Wimbledon Park Estate. Develop annual operational plans and make sure that agreed objectives are achieved.

1. Ensuring compliance with the Co-operative responsibilities under our management agreement with Wandsworth Borough Council.
2. To promote and maintain good external relations on behalf of Wimbledon Park Co-operative, in particular with Wandsworth Borough Council, local communities and organisations and business associates.
3. Ensuring that the Co-operative delivers a high standard of housing management to its residents particularly in repairs, maintenance and estate cleaning and that all Co-operative activities are carried out in accordance with policies and procedures set by the Management Committee.
4. To promote and develop a culture of customer care and a resident centered approach to delivering services Specifically to:
* Arrange viewing of empty homes and accompany prospective tenants when viewing. To issue new tenancies and notify the Management Committee of the date new tenancies are to be signed.
* To ensure that the Co-operative can provide general housing and benefit advice with appropriate signposting
* To carry out the Co-operatives policies regarding management problems, such as noise, dogs, car parking, neighbour disputes and anti-social behavior.
* To issue parking permits and ensure that the conditions of letting for car parking, garages and sheds are adhered to, and car parking and garage agreements are terminated and repossessed when appropriate.
* To issue transfer application forms and handle subsequent enquiries on transfers, other re-housing schemes and mutual exchanges in liaison with Wandsworth Council.
* To take all necessary action in line with the Management Agreement to recover possession of squatted properties.
* To provide information to tenants on Right to Buy and other options open to them. To liaise with Wandsworth Council’s Right to Buy Section.
* To liaise with Wandsworth Borough Council on all aspects of allocation of tenancies, internal transfers and mutual exchanges.
* To operate the Co-operatives policy with regards to harassments cases and to report such cases to the Management Committee.
* To reply to general queries and provide members with accurate information.
* To sign up new residents into membership of the Co-operative and assist the secretary to keep records of membership.

1. Maintain a full budgetary control system, highlighting areas of likely or actual over or under expenditure to the Management Committee at the earliest opportunity.
2. Ensure that the Co-operative fulfils its responsibilities regarding its financial affairs according to the terms of the management agreement with Wandsworth Borough Council and the policies and procedures set out by the Management Committee.
3. Ensure that the Co-operative has adequate insurance cover and notify the Management Committee of levels of cover.
4. Ensure the secure and efficient maintenance of all manual and computerised office systems, including:
* Recording & distributing all incoming and outgoing mail to members and staff as appropriate.
* Ordering stationary and other office supplies
* Maintaining office equipment in full working order
* Maintaining effective & secure administrative systems and procedures
* Maintaining a register of office and block security keys
* Maintaining adequate supplies of all standard forms and documents
* Holding responsibility for all member mail outs
1. Ensure that all dealings with tenants and their rent and service charge records are treated as strictly confidential in accordance with the policy set by the Management Committee.
2. Ensure the office is open at the agreed times and that all correspondence and enquiries are dealt with in accordance with the policies and procedures set by the Management Committee.
3. To report agreed appropriate performance indicators to the Management Committee on a monthly or quarterly basis as required and provide WBC and other relevant agencies, with all the relevant and agreed reports on finance, budget, audited accounts, rent, voids, repairs & maintenance, and any other issues that may be required
4. Act as head of human resources on all personnel issues. Seeking advice when necessary. Ensures day to day activities such as holidays and sickness periods are maintained and updated.
5. To lead, manage, motivate, and recruit staff, ensuring they are clear about both personal and organisational objectives and targets and are regularly appraised.
6. Monitor the performance of all staff in accordance with agreed procedures and provide adequate supervision and support for all staff.
7. Ensure that the Board is kept aware of its statutory obligations e.g.
Industrial and Provident Acts, Health and Safety, Insurance, Employment
Legislation etc.
8. Ensure that the Equal Opportunities Policy of the Co-operative is strictly adhered to in all aspects of service delivery and employment provision.
9. Monitor the condition of all elements of the blocks and estate and make
recommendations to the Management Committee on necessary action.
10. To ensure an efficient repairs service, which reflects the obligations set out in the Management Agreement is delivered, especially:
* To issue repair orders in accordance with the Co-operatives policy, including work for residents who qualify for redecoration allowances.
* To monitor the delivery of the gas safety test contract.
* To liaise with contractors on day-to-day repair issues to ensure an efficient and responsive service is provided to residents within agreed budgets, including the specification, ordering and post-inspection of repairs.
* To carry out inspections to properties where tenants are applying for redecoration allowances.
* To report to Wandsworth Council and arrange access and jointly supervise contracts on difficult or widespread maintenance problems, major repairs, and improvement programs or on repairs which are the Council’s responsibility.
* To develop proposals for major works schemes and prepare applications for funding to Wandsworth Council.
* To make recommendations on the employment of contractors to carry out the full range of repairs and maintenance responsibilities outlined in the Management Agreement.
* To inspect void properties and ensure that they are ready to let as soon as possible. To ensure that keys are available for void works and that they are kept securely.
* To deal with the issuing and receiving of tenders and the obtaining of estimates.
1. Monitor all on-site contractors’ performance ensuring that work has been completed to an acceptable standard prior to authorising payment of invoices. Maintain accurate records of repairs, improvements and cyclical decorations making regular reports to the Management Committee.
2. Monitor the performance of WBC contractors (including post-inspections) to ensure high standards of service delivery. In cases of poor performance, to liaise with the council as set out in the Management Agreement to ensure problems are quickly rectified.
3. Liaise with builders, surveyors, and Wandsworth Borough Council on major work contracts, especially in relation to gaining access to properties as and when required.
4. Maintain and up-date a list of contractors whose suitability has been jointly approved by the Manager and the Management Committee.
5. Ensure that there is an adequate stock of cleaning materials, repairs and maintenance materials and consumables and that accurate stock control records are maintained.
6. To be responsible for Health & Safety and ensure that all activities and practices carried out by staff operate within the Co-ops Health & Safety policy.
7. In conjunction with the Management Committee plan, develop and Implement policies and procedures, designed to regulate the functioning of the cooperative and improve the quality of service delivery.
8. Carry out any other duties which may be reasonably expected of the position holder as advised be the Chair or Deputy Chair of the Co-operative.

**Person specification:**

1. Must be self-motivated, capable of setting own targets and capable of working alone
2. Minimum 2 years’ experience in housing management or local authority housing administration
3. Sound maintenance knowledge including preparing specifications and tenders, inspecting work and monitoring contractors performance
4. Experience of staff management and supervision
5. A working knowledge of both housing and landlord and tenant legislation
6. Excellent planning skills, an ability to prioritise work and manage budgets
7. Good leadership skills, together with the ability to work efficiently and harmoniously with other team members and the Co-operative’s
committee members.
8. Strong IT skills, with working knowledge of software applications. Knowledge of Sage preferred.
9. Ability to communicate well verbally and in writing with a variety of people and to manage crises and emergency situations calmly and efficiently
10. Understands and is committed to the aims, objectives, and ethos of resident-led housing co-operatives.
11. An understanding and commitment to equal opportunities
12. Available to attend evening meetings and occasional weekend events and deal with out of hours emergency situations when necessary.