

## GLOUCESTER GROVE ESTATE TMO

<b>Organisation</b>	Gloucester Grove Tenant Management Organisation
<b>Job Title:</b>	Estate Manager
<b>Grade/Salary:</b>	£50,000 - £55,000
<b>Reports To:</b>	Gloucester Grove Management Board
<b>Key relationships:</b>	Gloucester Grove Management Board, Local Authority, Voluntary agencies, Tenants and Service Users.

### **JOB SUMMARY**

We have an exciting opportunity for an 'Estate Manager' with a proactive approach and a strong commitment to customer care. You will have the opportunity to make a genuine difference in the lives of the residents and to help shape a thriving estate. Gloucester Grove Estate has 420 properties and is located in Southwark's Peckham ward. It has a strong and committed community that is led by a volunteer board of residents who represent the views of the local community.

The Estate Manager will operate as the head of operations and the strategic lead for GGTMO. The manager will be responsible for supporting the management board by ensuring the TMO's framework, operations and decision-making processes are in line with statutory provisions, their management agreement and good practice guides as provided by reputable stakeholders in the housing industry.

The role involves

- Enabling the provision of housing services delivery for residents living on the Gloucester Grove estate in accordance with the policy and procedures in the management agreement, council policy and the objectives and key performance indicators set out in the business plan.
- Managing the TMO's office in addition to providing effective day-to-day leadership, including the management and supervision of the TMO's staff.
- Working with the finance subcommittee and the treasurer to manage and monitor the TMO's financial resources, including conducting regular financial reviews and providing housing performance reporting to the board in addition to leading the TMO's budget setting process.
- Working in partnership with the board to deliver continuous improvement and value for money across all TMO managed and contracted services.
- Supporting the board in the management and review of all contracts and service level agreements relating to the above services.
- Assisting the board to be strategic in its outlook by leading on the development and review of the TMO's business plan.
- Working with the council to identify the investment needs of the estate.
- Overseeing the implementation of the major works aspirations of the board.

## **OTHER ASPECT OF THE JOB**

1. Effectively supporting and advising the TMO board in negotiations with the Council relating to the management agreement.
2. To lead and manage the TMO staff to ensure they meet the TMOs commitment to high quality, customer centred service provision whilst operating a management framework that seeks to support TMO staff in terms of ensuring that staff have the necessary skills to fulfil their roles.
3. To develop, maintain and improve communication levels, with a range of stakeholders including the board, residents of GGTMO, council officers, politicians, statutory bodies, government agencies and voluntary groups.
4. To ensure effective performance of key housing management functions relating to repairs and maintenance, rent accounting, service charges administration, financial management, tenancy management issues, selection and employment of contractors and responding to complaints and queries.
5. To actively promote resident engagement and involvement on the estate
6. To support the board in ensuring adequate representation on the Councils' housing and community-wide consultation structure.
7. To work with the board on the development of and delivery of appropriate training to enable the Board, sub-committee members and delegates to operate effectively.
8. To work with the board on initiatives to drive up membership, broaden its skills base, increase capacity and raise its profile as a community organisation.
9. To work with the TMO Treasurer in (a) preparing accounts for the annual audit; (b) ensuring the TMOs accounts, financial processes and policies and procedures comply with the requirements of internal and external auditors; (c) ensuring, where necessary any gaps are addressed within the limits set within the compliance action plan.
10. To work with the board to ensure that it meets all legislative requirements both as a managing agent of the landlord and an employer.
11. To ensure that all complaints are thoroughly investigated and responded to promptly, in line with the TMOs complaints policy and procedure.
12. To ensure that all members enquiries thoroughly investigated and responded to promptly, in line with TMO policy.
13. To represent the TMO at council and other meetings as directed by the Board.
14. To attend TMO Board meetings on a monthly or as and when required by the Board.
15. To attend Court, Leasehold Valuation Tribunal and Employment Tribunal, when required to represent the TMO in legal or quasi-legal proceedings.
16. To actively promote and encourage a workplace and service culture which is tenant management driven, with diversity and equality at its core
17. To work with the TMO board on the drafting, implementation and review of all policies and procedures relating to its' role as a managing agent and employer.
18. The post holder will be required to attend evening meetings and may be required to work occasional weekends. They may also be required to attend out of hours emergencies in line with the TMOs emergency action plan.
19. You may be required, from time to time, to carry out other duties as necessary and as directed by the TMO Board.

**It is a requirement that the post holder will be required to undertake a DBS check**

## PERSON SPECIFICATION

E = Essential

D = Desirable

S = Assessed at short listing (application form)

A = Occupational Assessment

I = Assessed at Interview

<b>Experience</b>		
1	At least 3 years' experience of managing staff, using performance management systems to achieve organisational goals.	E,S
2	At least 3 years' experience of managing social housing services such as repairs, tenancy and leasehold management, income management and debt recovery, empty homes, resident involvement and customer services.	E,S
3	To hold Chartered Institute of Housing level 4 qualification, a Housing degree or similar professional qualification, or to demonstrate relevant experience to attain the breadth of knowledge or a willingness to obtain such qualifications	E,S
4	At least 2 year experience in managing contracts for major works / estate improvements	E,S,I
5	Experience of working for a Tenant Management Organisations, or other organisations with a volunteer management committee	D
6	Experience of adopting a structured approach to implementing change in an organisation's structure	E,S,I
7	Experience of devising budgets and preparing annual accounts for audit.	E,S
8	Experience of managing and monitoring budgets	E,S
9	Experience of using Housing Management Software	E,S
10	Experience of managing contractors.	E,S
11	Demonstrable experience of working with other agencies/ Stakeholders to achieve shared objectives.	E,S
12	Experience in writing business bids for fundraising	E,S,I
<b>Aptitudes/ Knowledge</b>		
12	Ability to implement service level agreements and service contracts	E,S,I
11	Knowledge of change management process and strategies to effect changes to an organisation's structure	E,S,I
12	Ability to write complicated business bids	E,S
13	Knowledge of relevant housing legislation and the current issues relating to social housing providers, including TMOs	E,S,I
14	Ability to lead, manage, support and motivate staff to achieve continuously improving housing services.	E,S
15	Computer literate including financial packages such as SAGE, QuickBooks or similar	E,S,A
16	Able to produce, clear concise written material of varying complexity for a wide range of audiences, to a high standard of English	E,S,A
17	Highly developed numeracy skills, with the ability to interpret detailed and complex financial information	E,S,A
18	Highly developed influencing and negotiating skills.	E,S,I
19	Ability to work on own initiative and managing a demanding workload with competing priorities.	E,S,I
20	Highly developed problem solving skills	E,S
21	Demonstrable ability to resolve conflict and build positive working relationships.	E,S

<b>Personal attributes</b>		
22	Strategic, innovative thinker	E,I
23	Committed to the principles behind equal opportunities and the valuing of diversity.	E,S,I
24	Believes in putting the needs of the customer first.	E,S,I
25	Adapts their leadership style according to the requirements of the situation, taking in to account the abilities, attributes and experience of their staff.	E,S
26	Flexible worker who leads by example.	E,S
27	Prepared to work evenings and weekends as and when required.	E,I
28	Committed to the principles tenant management and empowerment.	E,S

# Gloucester Grove TMO CIC Ltd

## Estate Manager application form

### Important notes for completion of the application form

This application form is all the information we have about you as a candidate. It is therefore vital that you give as much relevant information as possible. In particular make sure you read and understand the job description and selection criteria which accompany this form. It is important that you fully complete section 11 telling us in detail how you meet each of the selection criteria in turn under appropriate criterion headings (using extra paper if you require

CVs will not be accepted. You must fill in all sections of the application form that apply to you.

Please complete and return to: [info@gloucestergrovetmo.org](mailto:info@gloucestergrovetmo.org) by

### 1. Applicant's personal details

Applicant's surname

Initial(s)

--	--

Permanent home address

Postcode

--	--

Email address

National Insurance no.

--	--

Home telephone no.

Work telephone no. Including extension (if applicable)

--	--

Do you require a work permit?

If YES, when does your current work permit expire?

--

## 2. Details of references

Please give the names and addresses of two people from whom a current reference may be obtained. They should NOT related to you. They must be able to provide professional references.

### 1st REFEREE

### 2nd REFEREE

Name

Name

--	--

Address, including email address

Address, including email address

--	--

Telephone no.

Telephone no.

--	--

Connection with applicant

Connection with applicant

--	--

May we contact this person before  
interview?

May we contact this person before  
interview?

## 3. Rehabilitation of Offenders Act 1974

Do you have any criminal convictions, bindovers, formal warnings or cautions, including those considered 'spent' under the Rehabilitation of Offenders Act 1974.

If YES please give details

--

## 4. Relationship to current employee/ Gloucester Grove TMO Board Member

To your knowledge are you related to any employee or Gloucester Grove TMO Board Member

If YES, please give details

--

## 5. Current/most recent appointment

Employer's name

Employer's address

Position held

Salary: basic pay plus any allowances

Start date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Leaving date (if applicable)

Reason for leaving (if applicable)

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Please give a description of the duties involved in this post.

## 6. Previous appointments

Please state other experience starting with the most recent first. This may be paid employment, voluntary work, or any other activity

Dates from/to

Name and address  
of employer

Position held  
(full or part-time)

Salary and reason  
for leaving


## 7. Details of education

Please list Schools/Colleges/University you have attended

Name of school/college/university      Qualification level/skills gained


You will be required to provide evidence of any academic qualifications stated where they are relevant to your appointment.



## 8. Other training

Please give details (e.g. relevant in-service training, etc.)

Description of course

Date

--	--

## 9. How you consider you meet the selection criteria

Drawing upon your experience/skills/abilities and qualifications explain how you meet each criterion and what makes you suitable for this position. Address each one in turn adding extra pages where necessary.

# IMPORTANT INFORMATION

## Please read before signing this application form

The accuracy of information provided may be checked with other organisations. Provision of false or misleading information may amount to a criminal offence. Gloucester Grove TMO CIC Ltd may obtain from or provide information to third parties, or may data match information it holds about its employees for the purposes of the detection and prevention of crime.

## Declaration

I accept that any offer of employment is conditional on the provision by me of true, accurate information with no material omissions. I give my consent to Gloucester Grove TMO CIC Ltd making such reasonable enquiries as it sees fit in respect of my application. As part of this application I agree to the provision of background character information being obtained from the Criminal Records Bureau under the terms of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, and understand that the checks requested are in accordance with the relevant legislation. I (the job applicant) confirm that the information provided in support of this application is accurate and true and that I have not omitted any material facts. I understand that knowingly to make a false statement for this purpose is a criminal offence and will mean that any provisional offer of employment made to me will be withdrawn, or if in post, will lead to the termination of my contract of employment without notice.

Signature

Date

--	--

# Recruitment monitoring

Gloucester Grove TMO CIC Ltd has a legal duty to promote equality and diversity, both as an employer and as a service provider.

As part of this duty, we are legally required to monitor the diversity of our applicants. By not completing this form we are unable to meet our responsibilities and therefore we encourage you to spend a few minutes undertaking this task.

Please be assured that the information you provide will be used for statistical purposes only and will help us to monitor our employment processes.

Fill in the most appropriate box in each section with a cross eg: X

Post applied for

Ms  Mrs  Mr  Dr

Your last name/family name

First name

<input type="text"/>	<input type="text"/>
----------------------	----------------------

**Age**  Under 16  16–24 yrs  25–29 yrs  
 30–39 yrs  40–49 yrs  50–59 yrs  60 yrs or over

**Disability** – Do you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities?

YES  NO

**Gender**

Female  Male

**Present situation**

Internal applicant  Registered unemployed  
 External applicant, employed  Other

**Location**

I live within the borough  I live within greater London  
 I live within a neighbouring borough  I live outside greater London

## Ethnic group

I would describe myself as: (Please mark one box only or write in)

### Asian or Asian British

- Indian       Pakistani       Bangladeshi       Irish  
 Any other Asian background (please write in)

### Black or black British

- Caribbean       African       Irish  
 Any other black background (please write in)

### Mixed race

- White and black Caribbean       White and black African  
 White and Asian  
 Any other mixed background (please write in)

### White or white British

- English       Scottish       Welsh       Irish  
 Any other white background (please write in)

### Chinese or other ethnic group

- Chinese       Any other ethnic background (please write in)

### Vacancy - I heard about this vacancy through:

- |  |   |
|--|---|
| <input type="checkbox"/> Job vacancy list      | <input type="checkbox"/> Job Centre   |
| <input type="checkbox"/> Local newspaper       | <input type="checkbox"/> National newspaper   |
| <input type="checkbox"/> Disability press      | <input type="checkbox"/> Professional/trade journal   |
| <input type="checkbox"/> Disability website    | <input type="checkbox"/> Ethnic Minority Press  |
| <input type="checkbox"/> Lesbian and gay press | <input type="checkbox"/> Council's website <a href="http://www.southwark.gov.uk">www.southwark.gov.uk</a> |
| <input type="checkbox"/> JobsGoPublic website  | <input type="checkbox"/> Other website  |
| <input type="checkbox"/> Other                 |   |

Signed

Date

<input type="text"/>	<input type="text"/>
----------------------	----------------------

OFFICE USE ONLY     Shortlisted     Interviewed     Appointed