



Tower Hamlets **Community Housing**

Role Profile

Job title	Estate Services Manager
Hours per week	37.5
Reporting to	Head of Communities
Responsible for	Estate Support Officers x2/3, Estate Business Support Coordinator, (plus contract management of external contractors)
Role purpose	<p>Operational responsibility for management and delivery of estates services delivered by the In-house Mobile Estates Cleaning Team and by external contractors. Estates services including cleaning, caretaking, grounds maintenance, refuse, concierge services, external window cleaning, tree management, parking and pest control services provided to tenants and leaseholders and maintaining cleanliness of community centres and offices owned by THCH. Responsible for setting and managing the service charge budgets and ensuring value for money for all residents.</p> <p>The post-holder is responsible for all aspects of contract management for externally procured estates services, service charges and for ensuring that effective business continuity arrangements are in place. Responsibility for health and safety, fleet management.</p> <p>You'll be a natural leader who is people and outcome focused. You'll enjoy managing teams to get the very best out of them and you're first rate at driving strong team performance to enable you to foster a culture of continual learning whilst putting the residents at the heart of the service. You will have a strong understanding of building safety and Fire- risk assessments and ensuring that buildings are kept safe and in line with safety guidelines.</p> <p>You'll be responsible for all aspects of Service Charge management, contracts management, estate management and all facilities management. You will be able to work collaboratively with a wide range of stakeholders internally and externally ensuring accuracy of data and ensuring services are in accordance with leases and tenancy agreements.</p> <p>The postholder will be passionate in shaping service delivery and succeed in motivating teams through change and improving services. You'll are required to be in the office for three days per week and the remaining time you'll be able to work remotely, subject to THCH requirements this can be changed.</p>

Key

Responsibilities

- Manage operational delivery of estate management and hygiene services to ensure that communal areas and facilities at housing schemes and blocks, community centres and THCH offices remain clean, well-maintained and free from hazards. The quality of services required will be set out in the specification of work in place at any given time.
- Develop strategies such as Waste Management to inform and implement them at estate level.
- Principal responsibility for contract management for externally procured estate services, monitor the quality of their work and performance, take corrective action to achieve required standards of work, and where appropriate, enforce contracts in consultation with the Head of Community Housing. Lead on procurement.
- Prepare and maintain estates, cleaning and communal budgets ensuring value for money for all stakeholders.
- Keep and update contractual records and documents such as indemnity insurance, health and safety, licences, certificates and other documents required from external contractors and suppliers and ensure that THCH meets legal and environmental management obligations for services such as waste and recycling.
- Set up, operate and maintain performance management and quality assurance systems for estates services.
- Responsible for project management for the communal areas, looking at social value for the organisation.
- Undertake performance management of direct reports and the estates team, including setting clear standards and objectives, undertaking appraisals and annual reviews, managing under-performance and absence, and arranging training and development of personnel.
- Oversee scheduling of work of the internal Mobile Cleaning Team to deliver the service in the most efficient and cost-effective way, maximises resources and delivers value for money.
- Ensure that out of office hours and emergency standby arrangements and continuity plans are in place and well executed to maintain service provision.
- Control relevant budgets and allocate funding as required, ensure that services are coded as directed by the Head of Community Housing.
- Support other teams to prepare service charge budgets and relevant information to residents.
- Manage the provision of and maintain inventories and service records for capital assets and revenue supplies such as cleaning materials used to deliver estate services.
- Manage health and safety relating to estate services staff and ensure that plant, machinery, vehicles and equipment is fit for purpose, well maintained, safe to use and operated by trained employees.
- Work with the corporate lead for health and safety to meet THCH's legal and moral obligations to residents, service users, employees and others.
- Work with the corporate lead for health and safety to undertake risk assessments to identify hazards, manage risks and ensure that emergency arrangements are appropriate and effective.
- Manage budget for and deliver priorities for Estate Improvements.
- Help co-ordinate the delivery of routine and planned maintenance works and estate improvements.
- Ensure and maintain effective working relationships between the Estates Services Team, Neighbourhood Management colleagues, contractors, Tower Hamlets Council, residents and other stakeholders.
- Work with residents, staff and other stakeholders to assess, quality assure and review the overall standard of estate services to support continual improvement and consider innovation.

- Benchmark overall performance and costs of estate services, and market test services as directed by senior managers to ensure value for money and efficiency.
- Provide regular and frequent operational performance and management information for estate services and resource management, and relay information in the most appropriate and effective manner.
- Undertake training and development activities as required for team ensuring any development gaps are filled.
- Keep abreast of development of new products and equipment, cleaning methods, supplies and innovations, so that THCH's services and working practices meet modern-day standards.
- Take overall responsibility for effective handling and investigating complaints in respect of estate services in line with THCH's complaints policy and procedures.
- Undertake any other duties deemed appropriate for the post-holder to carry out as no job description can cover every issue that may arise.

Key Internal Relationships

- Estate Services: Lead the Team, making day-to-day operational decisions and issuing instructions, and taking responsibility for health and safety in service area.
- Housing: Work closely with Housing colleagues to effectively manage and improve the condition of housing estates. Work together to resolve tenancy breaches and ASB in the locality. Joint working and participate in estate inspections.
- Service leads and managers: Support colleagues as directed by the Head of Communities to assist other teams as necessary to deliver of core landlord services and ensure that community centres and offices remain in good, safe and clean condition.
- Property services: Provide appropriate advice, guidance and support to repairs staff in relation to raising communal repairs and scheduling works.
- Service Charges: responsible for setting, reviewing and issuing service charge accounts for social tenants, homeowners and commercial customers. Work with officers to set accurate service charges.
- Building Safety: Ensuring that buildings are compliant with FRA and building safety advice and teams are trained in line with safety requirements.
- Finance, ICT and corporate administration: Provide financial information, check relevant invoices and provide information and lead on service charge. Work with staff to develop and test digital solutions and use of mobile technology to improve efficiency and record-keeping.
- Human Resources: Work with colleagues on staff management and development. Ensuring that teams are working at a high standard and performance is in line with THCH standards.

Key External Relationships

- Residents, staff and community centre service users: Engagement and consultation to support effective delivery and continual improvement. Working with teams to ensure service improvement is carried out.
- External contractors: Responsible for the management of contracts for grounds maintenance, window cleaning, removal of bulky waste and fly tipping, Concierge Service, Pest control and Tree management. Ensuring value for money in the contract management.

- Local Authority Waste Management Services: Routine liaison to ensure that the removal of refuse from blocks and estates is effective. Working with stakeholders to look at reduction of bulk spend and effective waste management.
 - Suppliers: Ensuring that supplies of cleaning products, materials, equipment, machinery and vehicles are in good working order, well maintained and safe to use.
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Main responsibilities

General

1. Contribute collaboratively and positively to the organisations aims of diversity and inclusion
 2. Look after the health, safety, and welfare of self and all around you
 3. Take on other reasonable duties as appropriate in line with your skills, knowledge abilities and experience.
 4. No role profile can be entirely comprehensive, and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the role and status of the post within the organisation
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Person profile – Essential Criteria

**Tower
Hamlet's
be proud**

**Tower
Hamlet's
be helpful**

**Tower
Hamlet's
be fair**

**Tower
Hamlet's
be curious**

Knowledge/Experience

- Plan and deliver wide-ranging estate and environmental services in a residential setting
- Staff management and supervision, including an understanding of the principles of performance measures and management, and the ability to develop innovative performance monitoring regimes
- Managing contracts, monitoring performance and resolving issues with external suppliers of services and products
- Legislation relating to caretaking and cleaning environment, such as waste management, recycling, basic building maintenance and Health and safety legislation and Control of Substances Hazardous to Health Regulations
- Use of technology and key Microsoft programmes, especially email, spreadsheets and word-processing. ICT scheduling systems and handheld devices/mobile technology
- Knowledge of Data Protection and handling sensitive information
- Financial planning, service charges, managing budgets and interpreting basic financial data
- Manage tender and quotations processes
- A sound appreciation of the environment in which THCH operates, including an understanding of landlord and tenant obligations, nationally recognised standards, the importance of customer engagement and scrutiny and strong working relationships with external statutory and other agencies
- Understanding the needs of diverse customers and tailoring services to meet needs

Skills

- Effective management and motivation of employees and contracts to deliver corporate objectives and service priorities
- Devise work schedules and deploy resources in an effective and efficient way to deliver targets, meet deadlines and deal with emergencies
- Understand and interpret contracts, performance and financial information
- Identify problems, assess causes, and initiate solutions, working on their own or in teams
- Establish and develop effective working relationships with individuals, teams and agencies
- Excellent interpersonal and communication skills to deal with a wide range of audiences, including individual customers and residents' groups
- Plan, schedule and deliver multiple tasks

Qualification/Experience

- Maths and English 'A' Level or equivalent standard plus any one of the following:
ONC/HNC in Building Studies
'A' Level in Environmental Sciences
- Working towards or membership of a relevant and recognised professional body such as the Chartered Institute of Environmental Health, the British Institute of Certificate in Cleaning Science, Royal Institution of Chartered Surveyors, Chartered Institute of Housing
- Strong service charge background and experience in setting service charge values

Other Essential Requirements

- Full, clean UK driving licence and use of a vehicle for work
- Ability to walk within communal areas of residential flats and manage stairs where there are no lifts or in the event of lift breakdown
- Commitment to work flexibly, and outside of normal office hours and weekends as and when required
- Ability to travel to and work at different locations
- Satisfactory DBS Check