**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Senior Estate Manager | **Grade**:  PO4 |
| **Section:**  Eastern Area Team | **Directorate:**  Housing and Regeneration |
| **Responsible to Following Manager:**  Deputy Area Housing Manager | **Responsible for Following Staff:**  Estate Managers |
| **Post Number/s:** H3018 H3019 H3013 H3014 HA431 H3015 H3102A H3020 | **Last Review Date:** December 2020 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Responsible for the management of a team providing effective and efficient provision of a housing management and repairs service within a defined geographical area of the borough.

**Specific Duties and Responsibilities**

Responsible for the management and supervision of a team of estate managers but will also routinely manage the estate management group as a whole providing direction, support and advice.

1. Responsible for/assists in the recruitment of new Estate Managers (both permanent roles and temporary staff).Responsible for the induction and training of new Estate Managers and will also identify training needs within the existing staff and arrange suitable training including the use of all IT systems.
2. Undertakes one to one formal supervision with estate managers in line with current procedures. Will define priorities for staff in the management of their workload giving expert advice where necessary. Oversees and assists in managing working from home arrangements to ensure office duties are covered and continued support is provided to Estate Managers working from home.
3. Deputises for AHM/DAHM in their absence as required.
4. Responds to Councillor/MP complaints, either directly or by drafting response for AHM/DAHM as required. Responds Step One complaints directly and for Step Two/Three complaints liaises with AHM to provide information to enable a response to be drafted by a Senior Manager.
5. Monitors performance, workloads and revenue repair expenditure, keeping accurate management and financial records and statistics
6. Responds to more complex service charge enquiries and correspondence ensuring the target response times are met. Ensures that service charge enquiries are responded to within laid down timescales.
7. Provides management and statistical information on specified areas of work maintaining reports and databases for the collation and monitoring of this information.
8. Attends case conferences and court as necessary on housing management cases. Will prepare cases for court, liaising with the Council’s solicitors and giving instructions where appropriate. Attends/presents the Council’s case in absolute grounds possession review hearings. Investigates, coordinates and presents the Council’s case in Fixed Term Tenancy Review hearings and Introductory Tenancy hearings.
9. Calculates service charge contributions and consults with leaseholders in accordance with current legislation including preparation of consultation letters, subsequent negotiation with leaseholders and liaison with other sections of the Council.
10. Investigates all reports of harassment occurring within areas managed and takes appropriate remedial action in accordance with current procedure. Ensures that all complaints of anti social behaviour are investigated within the prescribed time limits
11. Responsible for the management of all complex non routine cases of anti social behaviour, ensuring all cases are progressed and that full and appropriate investigations have been undertaken. Keeping the anti social behaviour database fully updated.
12. Maintain a good knowledge of relevant legislation and case law, both civil and criminal relating to anti social behaviour
13. Will take on the mediation role for one on one disputes between residents and will set up and facilitate formal mediation sessions.
14. Develop and broaden links with external agencies and partner agencies; Social Services, Education, Community Safety, Youth Offending Team, Police and Probation Service , attends meeting with external agencies and RA AGMs.
15. Oversees completion of fire safety checks and maintains and updates relevant data including updating Riskbase regarding completion of fire risk assessment actions.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**

**Area Housing Manager**

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**Deputy Area Housing Manager**

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**# # #**

**Senior Estate Managers x 2 Building Maintenance Manager Senior Admin Officer**

**# # #**

**Estate Managers x 8 Building Maintenance Inspectors x 3 Admin Officers x 4**

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**Person Specification**

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| **Job Title:**  **Senior Estate Manager** | **Grade**:  PO4 |
| **Section:**  **Eastern Area Team** | **Directorate:**  Housing and Regeneration |
| **Responsible to:**  **Deputy Area Housing Manager** | **Responsible for:**  Estate Managers |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A &**  **I/ T/ C**  **(see below for explanation)** |
| **Knowledge** | |
| 1. Understanding of relevant legislation relating to housing management and Anti Social behaviour. | A/I/T |
| Understanding and commitment to the Council’s Equal Opportunities Policy. | A/I/T |
| Knowledge of leasehold management in respect of service charge issues and lease covenants | A/I/T |
| **Experience** | |
| Experience of housing management | A/I/T |
| 1. Experience of repair and maintenance issues likely to occur in the management of the Council’s stock | A/I/T |
|  | A/I/T |
| **Skills** | |
| 1. Ability to supervise a team of housing management staff | A/I/T |
| Ability to train, develop and support a team of estate managers | A/I/T |
| Ability to draft complex correspondence and detailed reports | A/I/T |
| Good interpersonal and team organisational skills. | A/I/T |
| Ability to attend meetings and emergency situations outside of core hours | A/I/T |
| **Qualifications** | |
| 1. N/A |  |

**A – Application form**

**I – Interview**

**T – Test**