

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Estate Manager	<b>Grade:</b> PO2
<b>Section:</b> Southern & Western Area Teams	<b>Directorate:</b> Resident Services
<b>Responsible to following manager:</b> Senior Estate Manager	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> HD790, HD205, HD306, HA406, RWH7610	<b>Last review date:</b>

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



## **Job Purpose**

To manage approximately 900 properties and deal with a wide range of tenancy and leasehold issues.

## **Specific Duties and Responsibilities**

1. Responsible to the Area Housing Manager through the Senior Estate Manager for the day to day management and routine repair of a group of dwellings within the Area.
2. Provides the main point of contact with tenants and leaseholders by receiving and acting upon tenants and leaseholders' complaints and enquires. Carries out inspections of individual properties as well as internal and external communal areas of blocks and estates, making recommendations for improvements as necessary.
3. Responsible for prioritising own workload, dealing with enquiries and requests on management and repair matters in accordance with established policies and procedures. As the first and primary point of contact, is required to be highly conversant and comply with relevant legislation and case law, imparting the information to tenants, residents and leaseholders as required.
4. Investigates and recommends management transfers, discretionary tenancies, succession requests and prepares reports for Area Housing Manager/ Deputy Area Housing Manager where appropriate. Liaises with internal and external agencies in respect of vulnerable residents with mental or physical health issues or social difficulties. Attends and presents at case conferences such as Community Multi Agency Risk Assessment Panel or Team Around the Child regarding high risk or complex cases.
5. Issues repair orders in accordance with Council procedures; carries out post-inspections and the checking of invoices. Processes variation orders and resolves disputes regarding invoices. Responsible for ensuring appropriate security measures are taken for all vacant properties in their patch.
6. Assesses whether permission should be given to tenants and leaseholders to carry out alterations/improvements in accordance with Council policy and detailed procedures/ stringent time limits. Investigates unauthorised alterations and takes appropriate enforcement action to remedy breaches of tenancy/lease terms. Investigates breaches by Leaseholders of HMO Regulations.



7. Responsible for full and appropriate investigation of routine and non-routine complex cases of antisocial behaviour, including all reports of hate crime; ensures all cases are progressed in accordance with policy and procedure. Keeps the NPS anti-social behaviour database fully updated. Initiates mediation where possible and takes enforcement action for breach of lease/tenancy agreements where appropriate.
8. Responsible for investigating, and taking appropriate action on complaints from residents, elected Members of Parliament and ward Councillors.
9. Responsible for processing Flexible Fixed Term Tenancies Reviews in accordance with policy and detailed procedure, adhering to stringent time limits. Ensures that timely responses are provided to leasehold Pre-Assignment Queries and Right to Buy tenancy and occupancy checks to ensure compliance with the statutory time frame and prevent compensatory payments by the Council.
10. Assists the Resident Participation Officer in maintaining positive liaison with existing tenant, resident/ leaseholder associations/ forum meetings as directed by the Area Housing Manager. Assists where appropriate in the formation of new associations and attends relevant evening meetings/ weekend social events.
11. Attends Court routinely on housing management cases, gas safety injunction cases, unauthorised occupants and squatters; also arranges and attends subsequent evictions. Attends evictions for rent arrears and unauthorised occupation and executes gas safety injunction orders.
12. Calculates charges for major works and consults with leaseholders in accordance with relevant legislation including the preparation of consultation letters, subsequent negotiations with leaseholders and liaison with other sections of the department and other Council departments. Similarly advises leaseholders on matters relating to routine service charges/major works: answers service charge enquiries within timescales laid down in the Leaseholder's Charter.
13. To be fully aware of and understand the duties and responsibilities arising from the Childrens Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns you may have in relation to safeguarding and/ or child protection. As required, to prepare and refer vulnerable high risk/ complex cases to either the Community Multi Agency Risk Assessment Panel or Community Multi Agency Risk Assessment Committee.



14. Responsible for undertaking fire safety checks, particularly of leasehold property front entrance doors to ensure compliance with fire regulations and specific lease terms. Makes sure buildings are compliant with fire safety regulations by ensuring that communal areas are clear. Initiates and progresses enforcement action for breach of lease if warranted.

This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any particular post or post holder. Any proposal to change the job description will first be the subject of consultation with the post holder, who may seek the advice of a personnel officer or a staff representative.

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### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

#### **Team structure**

For the current structure please go to The Loop.

## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
An understanding of the skills involved in dealing with people in difficult situations	Yes		A / I / T
Understanding of and commitment to the Children's Act and Vulnerable Adults Act.	Yes		A / I / T
Understanding of and commitment to the Council's Race and Equal Opportunities policies.	Yes		A / I / T

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Experience of property maintenance.		Yes	A / I / T
Experience of working with the public	Yes		A / I
Ability to use a computer system, with a basic understanding of M.S. Office, Word, Excel, Outlook etc.	Yes		A / I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to write letters and reports on a wide range of issues	Yes		A / I / T
Ability to organise your workload and meet deadlines	Yes		A / I
Ability to communicate clearly and effectively with a wide range of people	Yes		A / I / T
Good team working skills	Yes		A / I
Ability to communicate with line managers, colleagues and other agencies.	Yes		A / I
<b>Special Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to work outside core hours as the need arises.	Yes		A / I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**