

Job Profile

Provisional Job Title: Estate Manager	Grade: P01
Section: Housing Management – Eastern Area Team	Directorate: Housing and Regeneration
Responsible to: Senior Estate Manager	Responsible for:
Post Number/s: Various	Date 18th January 2017

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

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 local contact with tenants and leaseholders by receiving and acting upon tenants and leaseholders complaints.
3. Responsible under guidance, for prioritising own workload, action upon enquiries and requests on management and repair matters, also a variety of matters affecting the Council's interests and the general welfare of tenants and leaseholders.
4. Is expected to be conversant with current legislation relating to generic housing management matters, incorporating changes as they occur, imparting the information to tenants, residents and leaseholders as required.
5. Transfers tenancies in routine cases, in accordance with relevant Council policy. Investigates non-routine cases, liaising with solicitors, social workers, etc., and where appropriate drafts committee reports.
6. Responsible for assessing housing need in accordance with Council policy. Investigates and recommends management transfers, prepares reports for Area Housing Manager/Senior Estate Manager where appropriate.
7. Responsible for accompanied viewings and signing of new tenancies ensuring all necessary documentation and records are produced. Advises new tenants of the provisions of the tenancy agreement, local facilities and the proper use of appliances and installations.
8. Visits and reports on dwellings occupied by families with social difficulties. Liaises with Social Services, Health Visitors, Environmental Services Officers, Police etc. Arranges and attends case conferences in connection with such families.
9. Issues orders for routine repair work in accordance with Council procedures including pre and post inspections and the checking of invoices.
10. Responsible for ensuring appropriate security measures are taken for all vacant properties in their patch.
11. Acts as the focal point for information dissemination on repairs contracts of all types. Responsible for liaison with residents, contractors and other interested parties.
12. Responsible for the care and appearance of estates and their amenities, making recommendations for improvements and taking action as appropriate to the needs of the area.
13. Gives permission to tenants and leaseholders to carry out alterations/improvements in accordance with Council policy and procedures.

14. Carries out investigations for insurance purposes, prepares reports for submission to the Council's Insurance Officer. Assists tenants with removal arrangements. Advises on compensation rights liaising with both parties to resolve the claim.
15. Responsible for investigating and taking appropriate action on complaints from residents, Members of Parliament and Councillors including drafting committee reports etc.
16. Assists the Resident Participation Officer, in maintaining positive liaison with existing tenant, resident/leaseholder associations as directed by the Area Housing Manager and assists, where appropriate in the formation of new associations.
17. Attends Court as necessary on housing management cases, unauthorised occupants and squatters, also arranges and attends subsequent evictions. Attends evictions for rent arrears and unauthorised occupation.
18. Responsible for the removal and storage of property from evictions, unauthorised occupations, death etc., ensuring an inventory is taken, orders are raised for clearance. Similarly responsible for disposal of same, ensuring monies received are paid into the correct accounts.
19. Maintains close liaison with resident wardens of sheltered schemes on management matters and advises accordingly including dealing with miscellaneous cash collection.
20. Calculates charges and consults with leaseholders in accordance with relevant legislation including preparation of consultation letters, subsequent negotiations with leaseholders and liaison with other sections of the department and other Council departments. Advises the appropriate section/department when consultation completed. Similarly advises leaseholders on matters relating to routine service charges answering service charge enquiries within timescales laid down in the Leaseholder's Charter.
21. Responsible for investigating, processing as necessary and providing performance monitoring information on vacant properties, nuisance cases, squatters and unauthorised occupation.
22. Inputs up to date details on the Saffron computer system via an on line computer terminal, accessing the relevant information. Remains conversant with information technology.
23. To be fully aware of and understand the duties and responsibilities arising from the Children's 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 which you may have in relation to safeguarding and/or child protection.

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.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your 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.

Current team structure

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Our Values and Behaviours¹

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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

Requirements	Assessed by A & I/ T/ C
Knowledge	
An understanding of the skills involved in dealing with people in difficult situations	A/I/T
An understanding of and commitment to the council's equal opportunities and race policy	A/I/T
Experience	
Experience of working with the public	A/I/T
Experience of using a computer	A/I/T
Skills	
Ability to write letters and reports on a wide range of issues	A/I/T
Ability to organise your workload and meet deadlines	A/I/T

¹ These values and behaviours will be developed further as the SSA becomes established.

Ability to communicate clearly and effectively with a wide range of people	A/I/T
Good team working skills	A/I/T
Special Requirements	
Ability to attend meetings and emergency situations outside of office hours	A