Job Profile comprising Job Description and Person Specification

Job Description

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	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.
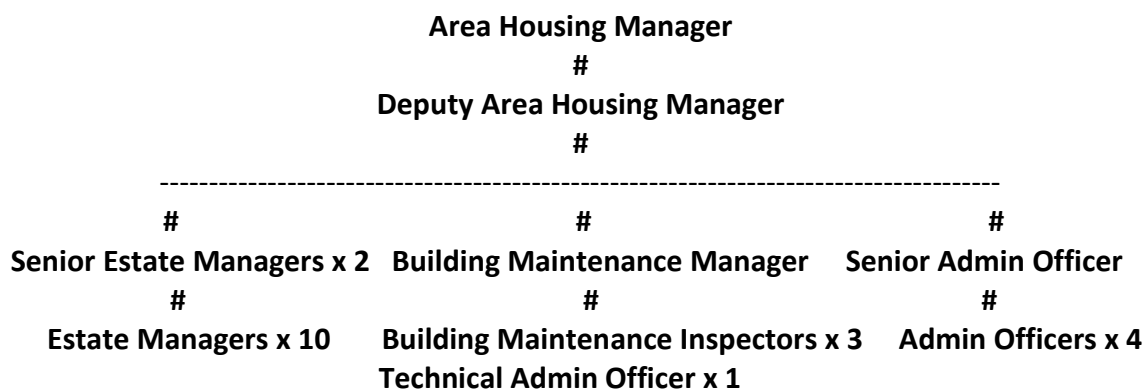
Generic Duties and Responsibilities

- 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 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.

<div align="center">

Area Housing Manager
#
Deputy Area Housing Manager
#

#	#	#
Senior Estate Managers x 2	**Building Maintenance Manager**	**Senior Admin Officer**
#	#	#
Estate Managers x 10	**Building Maintenance Inspectors x 3**	**Admin Officers x 4**
	Technical Admin Officer x 1	

</div>

Person Specification

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	**Last review date:** December 2020

Our Values

<div align="center">

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

</div>

Our Values are embedded across the SSA 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**
Understanding of relevant legislation relating to housing management and Anti-Social behaviour.		Y	A/I/T
Understanding and commitment to the Council's Equal Opportunities Policy.	Y		A/I/T
Knowledge of leasehold management in respect of service charge issues and lease covenants		Y	A/I/T
Experience	**Essential**	**Desirable**	**Assessed**
Experience of housing management	Y		A/I/T
Experience of repair and maintenance issues likely to occur in the management of the Council's stock	Y		A/I/T
Skills	**Essential**	**Desirable**	**Assessed**
Ability to supervise a team of housing management staff	Y		A/I/T
Ability to train, develop and support a team of estate managers	Y		A/I/T
Ability to draft complex correspondence and detailed reports	Y		A/I/T
Good interpersonal and team organisational skills.	Y		A/I/T
Ability to attend meetings and emergency situations outside of core hours	Y		A/I/T
Qualifications	**Essential**	**Desirable**	**Assessed**
N/A			**N/A**

A – Application form / CV
I – Interview
T – Test
C - Certificate