



Job Description

Job Title:	Estate Manager
Grade:	Grade 11
Section:	Estate Management
Reports to:	Regional Manager – Estates
Responsible for:	Tenancy Management Officers, Estate Officers, Estate Support Officers, , Caretakers and Cleaners

The Job

Is to:

- lead and manage a busy Estate Management Team;
- develop estates that are safe, sustainable and have excellent environmental quality, creating confident communities;
- promote and deliver customer service excellence within the estate management service; and
- promote the service at all times in a manner consistent with the Customer Charter and WDH's Business Strategy.

The Bigger Picture

You will:

- be a member of the Management Team and contribute to the overall running of the Estate Management Service;
- pro actively manage the neighbourhood by having a robust performance management framework;
- manage the Estate Management Team, in line with policies and procedures adopted by the company;
- ensure a proactive approach is adopted to identify and manage tenancy breaches;
- monitor anti social behaviour cases and promote effective working arrangements with internal and external agencies;
- manage and support the Neighbourhood Panel process;
- carry out Estate Reviews with Neighbourhood Panel members, tenants and community groups to ensure that service standards are being met and maintained;
- develop a Neighbourhood Team Plan that meets WDH's corporate, and strategic objectives that delivers tenant priorities;

- establish links and develop partnerships with external agencies; work with relevant service providers to ensure that services provided through contracts and service level agreements are being delivered at the required standard;
- attend operational partnership meetings with key partners and other organisations and support the Wakefield Together Partnership working arrangements;
- maintain effective working relationships with internal service areas and external organisations;
- ensure cases are managed in accordance with the quality assurance framework;
- review service delivery, identify and implement service improvements;
- attend out of hours meetings as and when required; and
- undertake any other duties as directed by the Head of Estates and Communities , which are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- provide leadership and effective management of the Estate Management Team;
- monitor and implement performance management, and quality management systems to meet agreed targets within the Service responsibilities;
- prepare written reports when requested by the appropriate Manager, Management Team and Neighbourhood Panels;
- undertake effective communication at all times, throughout all levels of the organisation and to positively promote the work of WDH and its service;
- promote health and safety awareness, ensuring a safe working environment, in line with WDH's policies and procedures at all times and where necessary undertake appropriate risk assessments;
- undertake recruitment, selection and change management in accordance with WDH's policy and procedures and delegation framework;
- be responsible for implementing appropriate changes in policies and procedures within the service area responsibilities;
- deal appropriately with all complaints and representations, in accordance with the WDH's Complaints and Compliment Procedure;
- participate in WDH's Out of Hours Call Out and Emergency Planning procedures;
- have knowledge of WDH's Business Strategy; Team Plans and promote the values of the organisation at all times;
- develop plans which contribute to the corporate, strategic and business planning processes of WDH and the service area;
- instigate new ways of working through partnership and consultative arrangements;
- be responsible for maintaining effective working relationships with internal services, external agencies and organisations;
- keep up to date and have full awareness of appropriate legislation and statutory requirements;

- be aware of national, regional and local developments and evaluate their affect on service area processes;
- ensure that all WDH policies are effectively undertaken especially having regard to equal opportunities, data protection and human rights;
- be responsible for developing the service business planning process to ensure the vision and outcomes of WDH are delivered effectively;
- develop and implement robust performance management systems to meet corporate and service area requirements, to achieve continuous service improvement and the development of a performance management culture;
- contribute to developing strategies relating to personal, finance, training and ICT;
- be responsible for maximising resources to WDH through taking advantage of any external bidding opportunity;
- assist in the development of the Business Plan and associated processes;
- contribute to the Asset Management Strategy;
- develop initiatives and recommend specific action plans, to maximise income to the organisation;
- participate in multi-agency forums and promote sustainable communities;
- ensure that appropriate estate audits/reviews are undertaken and have an awareness of the condition of individual estates, to create and maintain a high-quality estate environment;
- develop initiatives and recommend specific action plans, where environmental standards do not meet expectation;
- be an active member of any service development groups to design and implement continuous improvement of the service and provide support to members of this group;
- be responsible for managing devolved budgets within the Financial Regulation and Delegation Framework, to ensure allocated resources meet the need of service users;
- contribute to financial planning and budgetary strategies for the service to maximise income and maintain viability;
- comply with the requirements of WDH's Risk Management Strategy, through the identification and management of risks;
- assist in the setting and management of devolved budgets, to ensure allocated resources meet the needs of service users;
- provide leadership to initiate drive and cultural change to deliver customer focussed services, working within the spirit of the consideration and leadership contracts;
- effectively manage within WDH human resources policies and procedures, including discipline, grievance, capability and harassment in accordance with the Financial and Delegation Framework;
- promote and implement effective managerial change;
- maintain effective employee relations;
- display high degrees of self-motivation, commitment and time management;
- ensure employee development and management support processes are delivered;
- develop and promote customer focused service delivery;
- undertake communications in line with service requirements and communication strategy;

- ensure that advice, support and development are available for employee teams at all times, utilising the organisation's support scheme;
- ensure that Estate Officers are supported and managed in a flexible and supportive working environment;
- ensure a proactive approach towards tenancy condition management issues;
- ensure that cases are fully prepared for legal action, representing the organisation during court proceedings;
- be responsible for managing, monitoring and maintaining caretaking and cleaning standards across our operating area;
- ensure that environmental standards of estates are maintained at a consistently high level including the preparation of detailed improvement plans and environmental schemes; and
- operate the service to ensure that Customer Satisfaction levels are maintained at a consistently high level.

Personal Contacts:

Internal: All employees within WDH.

External: All outside agencies as appropriate. Members of the public tenants.
Other statutory and voluntary agencies.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 5 of the Regulated Qualifications Framework, such as a HNC, Award, Certificate or Diploma or equivalent in relevant subject area.	✓		AF / CQ
NVQ Assessor Award, Diploma in Housing Studies.		✓	AF / I

Determination			
Significant experience in a managerial position.	✓		AF / I
An enthusiastic person able to work in pressurised situations, who is dedicated and committed to delivering high levels of performance to meet the agreed targets and standards.	✓		AF / I
Effective leadership skills, using communication, negotiation and motivation.	✓		AF / I
Evidence of budget management having regard for priorities and tight financial limits.	✓		AF / I
Evidence of setting and achieving performance targets.	✓		AF / I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance orientated culture.	✓		AF / I
Effective time management and organisational skills.		✓	AF / I
Evidence of successful partnership working with communities and stakeholders.		✓	AF / I

Nous			
Clear presentation skills: verbal and written.	✓		AF / I
Demonstrate an understanding of equal opportunities in employment and service delivery.	✓		AF / I

An understanding of and the ability to apply the appropriate legislation, policies and procedures specifically relating to tenancy and debt management.	✓		AF / I
An understanding of the methods of engaging with stakeholders and promote tenant involvement at all times.	✓		AF / I
An awareness of Financial and ICT systems.	✓		AF / I
To be able to use PC applications.	✓		AF / I
Resource management: financial and human.		✓	AF / I
Analytical and interpretation skills.		✓	AF / I

Attitude			
Evidence of a customer focused approach to service users whilst developing the strengths of individuals.	✓		AF / I
Evidence of effective communications with stakeholders, managers and employees	✓		AF / I
A successful record of communicating and working effectively with internal and external organisations.	✓		AF / I
Have a commitment to employee development initiatives.	✓		AF / I
To work as part of a multi-disciplinary team.	✓		AF / I

Additional Requirements of the Post			
Full valid UK driving licence with access to a vehicle and the ability to travel throughout the district and to other locations as required on a daily basis	✓		AF / CQ
Attend out of hours meetings and participate in emergency planning procedures.	✓		I
The post holder will be required to work outside normal office hours on occasion.	✓		I
The post holder will participate in an on-call rota and will be required to work outside normal office hours.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification