

Estate Operations Co-ordinator

Places and Estates - Operations

Overview	
Role Purpose	Responsible for assisting the Estate Operations Manager, working within a team of estate management staff as well as overseeing large service contracts to deliver a first-class service to residents on a large multi-tenure estate.
Responsible for	<ul style="list-style-type: none"> Contributing to the management of a large multi-tenure estates Delivering against targets and KPI's Supervising the onsite estate management team and service providers to deliver against targets Perform basic administrative/reception duties including managing deliveries and provide access to contractors Contribute to the creation of service charge budgets and financial planning and respond to queries around service charge billing and collection Assist in the delivery of excellent services on budget, while making a significant contribution to profits Implementing estate management strategies to improve services, value for money outcomes and asset value Provide input and ideas to streamline operations across the estate working with all estate management staff Contract management – procurement and day to day management <p>Compliance – legislative, industry and H&S</p>
Reports to	Estate Operations Manager
Line management	N/A
Tier	9
Level	Colleague
Role relationships	
Internal	Group Director of Commercial & Housing Commercial & Housing Directorate Multi-tenure estates team All tenures (Folio, Leasehold, Housing, Care & Support, Commercial) Places and Estates
External	Customers Contractors and suppliers Auditors

Role accountabilities

- Deliver first class on-site management service to customers including the provision of appropriate and responsive services.
- Ensure the monitoring of standards through regular and ad hoc estate inspections, including with local officers, taking appropriate remedial action on problems encountered.
- Make recommendations to the Estate Operations Manager for the improvement of communal areas and estate services.
- Contact residents regarding alleged or potential breaches of tenancy related to the communal areas of the estate.
- Deliver improved resident satisfaction results in line with the budget, seeking ways to make costs savings wherever possible.
- Work collaboratively to ensure all teams achieve estate management targets effectively and economically.
- Communicating difficult, contentious issues with both internal and external stakeholders to ensure the business delivers the best possible available margins
- Build good relationships with contractors and monitor contractor performance to ensure the estate management team acts as a robust client that any agreed contracts and SLAs are fulfilled, and any organizational risks are managed effectively.
- Oversee maintenance contracts for all M&E equipment by working with Asset Management or the original installer so that they are maintained in accordance with manufacturers' recommendations.
- Provide high-quality business and performance data to the Estate Operations Manager
- Deliver services on budget and seek ways of improving cost-effectiveness whilst delivering ways of increasing income.
- Find creative solutions to address residents' individual needs by accompanying the estate management team on visits and inspections and meeting and listening to residents' feedback.
- Be responsible for driving service improvement initiatives that drive up customer satisfaction.
- Ensure estate repairs are carried out quickly, efficiently and economically and that the team are gathering feedback from the customer and quality-checking completed works.
- Deputize the manager when dealing with the complaints process to ensure that staff provide quality responses in line with our complaint's procedure.
- Raise work orders for management approval within budget and ensure legal and contractual requirements are met.
- Be responsible for ensuring all Fire Risk Assessment actions are completed on time and in line with our internal policies and procedures.
- Attend stakeholder/performance/internal team meetings, offering input and accurate minute-taking, implementing agreed action points

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know-how & experience)

Essential

- Recent experience of working within a team delivering large-scale estate management services
- Experience of analysing processes and service delivery in order to improve customer satisfaction
- Experience of working on or as part of multi-tenure estates

Desirable

- Thorough understanding of the relevant legislation, statutory and regulatory requirements related to the estate and property management (H&S, service charges, leasehold management)
- Experience of supervising projects to deliver successful outcomes.
- Experience of using business intelligence systems or databases to provide accurate data reporting.
- Experience of successfully contributing to data analysis and service recovery projects
- Experience in supervising staff and office facilities and supply ordering

Skills

Essential

- Effective IT skills including intermediate to advanced MS Office skills
- Excellent verbal and writing skills
- Customer-focused
- friendly, determined, dependable

Desirable

- Experience using Dwellant, Fixflo, Lobital, or similar programs
- Working knowledge of plumbing, fire alarm systems, Facility Management and H&S Legislation

Qualifications and/or professional membership

Essential

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

Desirable

- IOSH
- Affiliate/Associate IRPM
- CIH Level 2, Level 3

NHG Values and Behaviours

NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.

This role is a Colleague level and therefore you should refer to the Colleague behaviours in addition to this role profile.

The full list of NHG Values and Behaviours is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- standard certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)