

Senior Estates Operations Manager

Operations Directorate (Placemaking & Estates)

Overview

Role Purpose	Leading the future development and design of NHG's estate management model at Heybourne Park. Focusing on NHG's approach to delivering estate and placemaking services and building thriving communities. Working across tenures to lead, manage and motivate a team of estate management staff as well as support the work of NHG Regenerations and Resident involvement teams. Managing large service contracts to deliver a first-class service to our residents on a large multi-tenure estate across all tenure types.
Responsible for	<ul style="list-style-type: none">• Approaching a large-scale development with a different mindset and creating a powerful estate management vision that drives the development and brings teams together.• Leading a multi-tenure and expanding estate as it is regenerated over time.• Delivering exceptional services against NHG's placemaking principles; estate management, customer and people and brand.• Working in partnership with the Regeneration and Resident Engagement Teams to support community development and engagement and build a sense of place through NHG's placemaking principles.• Working in partnership with the development team to support rehousing, effective handover of new homes, design/planning of new mix tenure homes and the Social Economic Teams to identify and commission community development and socio-economic investment programmes that support overall inclusive development of the estate.• Managing operational performance against targets and KPIs.• Setting service charge budgets and be accountable for service charge billing and collection.• Working in partnership with Commercial Properties to lead on the commercial strategy for Heybourne, incorporating place and estate management strategies to improve services, value for money outcomes and asset value.• Streamline operations across the estate and influence and improve tenure management.• Contract management – procurement and day to day management.• Compliance – legislative, industry and H&S.• Facilitating a regular NHG presence on the site and effective ways for residents to engage in service provision.
Reports to	Head of Placemaking & Estates – Estate Management, Service & Structure (subject to change)
Line management	Estate Operations Manager, Estate Operations Teams (Potential of Estates Coordinators, Officers, Concierge Officers, Cleaning and Maintenance Operatives & Caretaker/handyman, OOH security)
Tier	Tier 6
Expectation Level	Operations Manager

Role relationships	
Internal	Executive Board and Governance Committees COO Commercial & Housing teams

	All tenures (Folio, leasehold, housing, C&S, commercial) Assets, Compliance and Building Safety Internal Project Boards Development, Finance, ICT, BID
External	Customers Contractors and suppliers Auditors RTA's and local authorities

Manager / leadership criteria (Delete this box if not relevant)	
Functions	Senior Estate Operations Manager
Staff reports	Up to 10
Budget size	In excess of £1m

Role accountabilities
<ul style="list-style-type: none"> • Lead on the delivery of first class on-site management service to customers within your portfolio, including the provision of appropriate and responsive services. • Deliver exceptional services against the placemaking principles; estate management, customers and people and brand. • Establish easy to read estate management plans setting out who does what, when, by who and how • Create and embed a shared estate management vision for all stakeholders • Take a holistic approach to estate management and set out changes to the structure in a problem and solution focused format. • Work closely with the regeneration and development teams to ensure management services can evolve and remain effective as the regeneration and new home delivery progresses. • Project manage solutions and community initiatives for your estate alongside the Placemaking and Resident involvement teams. • Deliver improved resident satisfaction results in line with the budget seeking ways to make costs savings wherever possible. • Build good relationships with contractors, including sourcing new contractors, and other stakeholders. Ensure you manage and monitor contractor performance to ensure the estate management team acts as a robust client and that any agreed contracts and SLAs are fulfilled. • Ensure maintenance contracts are in place for all M&E equipment by working with Asset Management or the original installer so that they are maintained in accordance with manufacturers recommendations. • Lead your team to be creative and curious in all aspects of their work – including cost effectiveness & delivering services on budget. As well as building excellent and effective relationships with other NHG teams and other stakeholders (principally the local authority). • Ensure service charges are set in line with tenancy agreements & leases and that the estate meets its legal and regulatory requirements. • Provide high quality business and performance reports to management teams and other internal and external stakeholders. • Be responsible for finding creative solutions to address residents individual needs by accompanying your team on visits and inspections and meeting and listening to residents' feedback.

accountabilities

- Ensure repairs are carried out quickly, efficiently and economically and that the team are gathering feedback from the customer and quality checking completed works.
- Develop effective approach to the integration of new homes as they are handed over.
- Lead on the complaints process to ensure that staff provide quality responses in line with our complaints procedure. This is to include representation at relevant resident and stakeholder meetings.
- Sign off on work orders to ensure legal and contractual requirements are met.
- Act as the responsible person for ensuring the estate is H&S compliant ensuring the safety of our residents in their homes at all times.
- Prepare and implement, where necessary, risk maps, business continuity and disaster recovery plans
- Be responsible for ensuring that all properties within management have the correct buildings insurance and that staff keep an up-to-date certificate of cover for each of their schemes.
- Be responsible for ensuring all Fire Risk Assessment actions are completed on time and in line with our internal policies and procedures.
- Provide high quality reports and deliver presentations when necessary.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Leadership

- Provide strong and effective leadership to implement and manage agreed plans aligned with NHG's customer centric values to ensure the best possible results.
- Establish and maintain a culture of customer and service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.

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

Experience (executive)

Essential

Desirable

<ul style="list-style-type: none"> • Thorough understanding and experience of working on or as part of multi-tenure estates. • Significant experience in setting, billing & collecting Service Charges • Recent experience of creating and implementing large scale estate management strategies • Experience of working in partnership with local stakeholders. • Recent experience of managing a team of property professionals as well as multi-skilled operatives or an ability to show that you could • Thorough understanding of the relevant legislation, statutory and regulatory requirements related to the estate and property management 	<ul style="list-style-type: none"> • Experience of working on estate regeneration projects or estate where significant change has taken place.
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<ul style="list-style-type: none"> • Experience of analysing processes and services in order to improve customer satisfaction and increase revenue • Experience of managing projects to deliver successful outcomes • Experience of using business intelligence systems or databases to provide accurate management reporting • Experience of successfully managing and completing data analysis and service recovery projects 	
Professional expertise (know how & experience)⁷	
Essential	Desirable
<ul style="list-style-type: none"> • Experience delivering a customer focused service, managing expectations, and acting with integrity. • Experience analysing customer data and taking appropriate actions to ensure compliance with standards. • Experience identifying best practice to develop strategies to improve customer satisfaction • Experience being accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Experience tackling difficult situations with skill and composure to identify appropriate solutions for yourself and others. • Experience resolving escalated complaints and implementing lessons learned • Experience of engaging effectively and inclusively with residents and delivering difficult messages clearly and effectively, with respect, sensitivity, and empathy. • Experience offering support, guidance, and development to a team, ensuring that they deliver on their responsibilities. • Experience of working in partnership with internal and external stakeholders to deliver change and service improvement. 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Effective IT skills including intermediate to advanced MS Office skills • Excellent verbal and written communication • Organised and responsive 	
Qualifications and/or professional membership	
Essential	Desirable

	IRPM
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NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an Operations Manager expectation level and therefore you should refer to the Operations Manager expectation profile in addition to this role profile.

The full NHG expectations framework 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.