

Building Manager



Working better together
for our residents

Operations Directorate

What's it all about

As part of our new Operations Directorate, the role of Building Manager has been created to enhance our ability to deliver an outstanding service to customers in managing communal spaces and estates. You will collaborate closely with the relevant housing officer on each scheme, playing a pivotal role in ensuring our buildings and spaces cater to the needs of our residents and local communities. We are seeking a proactive and customer-focused individual.

This role offers a unique opportunity to be at the forefront of delivering an exceptional service to our residents.

Key Responsibilities:

- Work in tandem with the relevant housing officer to deliver exceptional service to residents.
- Ensure communal areas and estates are well-maintained and aligned with residents' expectations.
- Be accountable to residents, ensuring buildings are safe, well-maintained, and service charges are fair and transparent.
- Provide excellent customer service and demonstrate a good knowledge of buildings and service charges.

How you'll make a difference

Expected outcomes:

- Collaborate effectively with residents and housing officers to address the unique needs of each scheme.
- Proactively manage communal spaces, addressing issues and ensuring resident satisfaction.
- Build strong relationships with residents, acting as a visible presence in our communities.

- Resolve issues that matter most to residents by understanding the buildings, estates, and the people who live there.
- Set and manage service charge budgets, consulting and explaining these with ease to residents.
- Keep residents and buildings safe by progressing repairs and health and safety issues promptly.
- Collaborate with internal teams and external stakeholders to maintain compliance and seek long-term improvements.

How you'll do it

- Collaborate closely with housing officers, ensuring a seamless and resident-focused service.
- Proactively manage communal areas and estates, addressing any concerns or issues promptly.
- Engage with residents to understand their needs and expectations for communal spaces.
- Effectively communicate with residents on service charge budgets and building-related matters.
- Implement strategies to enhance the safety and aesthetic appeal of communal areas.
- Play a key role in resolving disputes or complaints related to communal spaces and estates.
- Work collaboratively with internal teams to improve service delivery and implement long-term improvements.
- Be accountable for your time and diary, regularly visit schemes within your portfolio to monitor the cleaning and grounds maintenance contracts. As well as ensure

FRA actions are kept to a minimum and resolved quickly.

- Get to know the residents through joint meetings and resident meetings, fostering a sense of community.
- Identify, track and progress communal repairs until completion. Keeping residents and internal colleagues updated on progress.
- Set and proactively manage service charge budgets, justifying any additional spend to residents through consultation where necessary.
- Proactively manage Anti-Social Behaviour (ASB) affecting schemes, collaborating with internal and external stakeholders, keeping residents updated.
- Collaborate with the repairs and assets team to improve the delivery of reactive and planned work.
- Effectively resolve disputes or complaints, providing clear and well-written communication to various audiences.
- Work in collaboration with housing officers to ensure consistent service delivery to residents.
- Build relationships with internal colleagues and external stakeholders to fulfil commitments to residents.
- Understand and adhere to financial regulations, health and safety policies, code of conduct and NHG policies.
- Foster positive internal working relationships within Operations and across NHG.
- Ensure you represent the resident voice when needed and deliver a consistent NHG voice back to them, not blaming internal departments, but owning the experience.
- When needed work with others to deliver specific projects or service improvements.

All about you

Behaviours for success:

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

Knowledge, experience, and skills:

Essential:

- Experience in a Customer Service environment, managing the end-to-end customer journey.
- Excellent investigative, influencing, and negotiating skills.
- Excellent customer service skills with a proactive and customer-focused approach.
- Willingness to learn property management if you have no prior experience.
- Proficient in spoken and written English, with the ability to communicate effectively to multiple audiences.
- Effective IT skills including basic/intermediate MS Office skills.
- Pending confirmation of legislative changes, a qualification may be required to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.



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Desirable:

- A solid understanding of buildings, service charges, and communal area management.
- Proven ability to work collaboratively with housing officers and other team members.