



Estate Operations Coordinator

> Operations > Places and Estates

Working better together
for our residents

What's it all about

To work with our estates operations teams to deliver an excellent estate management service to customers, monitoring quality and ensuring communal areas are safe, clean and desirable.

How you'll make a difference

You will work with the Estate Operations Manager to support the effective running of the estate, from boundary to flat door. Your role will help to ensure our residents are happy in the environment they live and we are able to fulfill our role as a safe and effective landlord.

How you'll do it

- Ensure the monitoring of standards through regular and ad hoc estate inspections, including with local officers, taking appropriate remedial action on problems encountered

Deliver first class on-site management service to customers including the provision of appropriate and responsive services

- Able to work within a flexible work arrangement for 7 hours a day between 8am to 6pm to ensure appropriate levels of staffing are always maintained
- 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 cost 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 monitoring contractor performance to ensure the estate management team acts as a robust client and 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 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 for 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
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and



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statutory policies and related procedures including health and safety and financial regulations.

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
- Inclusive
- Progressive
- Empowered
- Dependable

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#).

Essential knowledge, experience and skills including qualifications and professional membership

- 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
- 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



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- Experience in supervising staff and office facilities and supply ordering
- Effective IT skills including intermediate to advanced MS Office skills
- Excellent verbal and writing skills
- Customer-focused, friendly, determined, dependable
- Working knowledge of plumbing, fire alarm systems, Facility Management and H&S Legislation Qualifications and/or professional membership
- 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:
- IOSH or Affiliate/Associate TPI