



Estates Operations Manager

Working better together
for our residents

> Operations Directorate > Places and Estates

What's it all about

Responsible for leading, managing and motivating a team of estate management staff, under Notting Hill Genesis's (NHG) Placemaking Principles as well as large service contracts to deliver a first-class service to our residents on a large multi-tenure estate across all tenure types.

How you'll make a difference

A consistently high-quality housing and property management service that delivers against the six priorities in our customer strategy.

A visible NHG presence, making sure all visits and inspections are completed on time.

Well cared for homes and places where residents feel safe and a sense of pride.

A responsive service, answering resident queries and complaints thoroughly and in a timely manner, and learning from feedback.

Accurate, transparent, and value-for-money service charges that are issued on-time.

Where possible, residents are supported to live well, remain in their homes and get on with their lives.

How you'll do it

Deliver 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, customer, community, and brand.

Work 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 deliver community and socio-economic development that support overall inclusive development of the estate.

Deliver improved resident satisfaction results in line with the budget seeking ways to make costs savings wherever possible.

Ensure the team achieves estate and property management targets effectively and economically.

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.

Encourage your team to be creative and curious in all aspects of their work – including building excellent and effective relationships with other NHG teams and other stakeholders (principally the local authority).

Ensure rents and 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.

Drive your team to deliver services on a budget and seek ways of improving cost effectiveness whilst delivering ways of increasing income.

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.

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. (This will



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not be relevant on existing estate's role profiles only for new build sites)

Lead on the complaints process to ensure that staff provide quality responses in line with our complaint's procedure.

Sign off on work orders to ensure legal and contractual requirements are met.

Act as the responsible person for ensuring the estate is Health & Safety compliant always ensuring the safety of our residents in their homes.

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.

All about you

Behaviours for success

You'll need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

Essential knowledge, experience, and skills

Qualifications

Qualifications required: - Level 4 in Leasehold Management or its equivalent. Candidates working towards this qualification would be welcome to apply.

Candidates who have a level 2 or 3 qualification in leasehold management or equivalent would be welcome to apply if they are willing to study further to gain professional membership.

Should you be a member of The Property Institute formerly the Association of Residential Managing Agents and The Institute of Residential Property Management an application would be welcomed.

Experience (executive)

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.



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Thorough understanding of the relevant legislation, statutory and regulatory requirements related to the estate and property management.

Experience of analysing processes and services 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.

Good spoken and written English

Effective IT skills including basic/intermediate MS Office skills.

Desirable

Experience of working on estate regeneration projects or estate where significant change has taken place.

Professional expertise (know how & experience)

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.