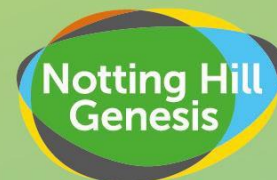


Estates Co-ordinator



Working better together
for our residents

> Places and Estates > Estate Services Team

What's it all about

Reporting to the Estates Services Contracts Manager, you will effectively lead and manage Resident Monitor feedback on the delivery of cleaning and gardening services.

Supporting the Estates team to ensure delivery of excellent estate management services to NHG customers, utilising IT systems to monitor quality and report issues, ensuring communal areas are safe clean and welcoming.

How you'll make a difference

By leading and managing resident monitoring arrangements. Ensuring issues are resolved quickly, effectively and to the satisfaction of the customer.

By updating, collating and monitoring resident feedback on cleaning and gardening contracts, and scheduling works to deliver safe communal areas.

By organising and managing quarterly regional meetings on behalf of resident monitors and producing regular newsletters to keep residents engaged and informed.

By representing and promoting NHG effectively on matters relating to cleaning and gardening other associated works by creating a professional and positive image.

By working closely with NHG teams, contractors and residents at our schemes, monitoring and responding to emails and requests made to the "estates" inbox.

By maintaining, updating and utilising accurate contract management systems and other IT web / text-based systems and reporting tools.

By supporting the team to achieve Fire Risk Assessment targets, assisting with the management of actions on monitoring systems.

By raising purchase orders for agreed tree works, processing invoices, checking for accuracy and value for money and maintaining accurate records.

By ordering and maintaining stationery, contractor parking permits, caretaker cleaning equipment and products, health and safety supplies for the team ad schemes, plus other services as required (such as travel arrangements for Resident Monitors).

How you'll do it

Through monitoring resident feedback through a proactive approach, and reporting issues relating to cleaning and gardening in line with the contract.

Working collaboratively with the wider estates team ensure core services represents good value for money to our customers, protects our assets, and aligns to best practice and continuous improvement resulting in budgets meeting agreed yearly targets.

Exploring and developing innovative ways of delivering services taking advantage of new technology and best practice.

Utilising data to produce regular performance reports for various audiences in a wide range of formats; Word, Excel, PowerPoint and Power-BI etc.

Ensuring that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

Hybrid arrangements – depending on work and interactions required working from home may be possible two days a week.

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

This role is at a **staff level**.

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). And it is expected that you will be:

- Passionate about delivering excellent customer services.
- Committed to our values within NHG.
- Driven to keep our estates and residents safe through high performance.
- Self-motivated to learn and develop in line with best practices and legislative updates.

Essential knowledge, experience and skills including qualifications and professional membership

- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Good spoken and written English.
- Intermediate IT and systems skills including Microsoft office.
- Ability to multi-task as this is a busy, demanding and varied role