



# Head of estate management



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for our residents

## > Operations directorate > Places and estates

### What's it all about

This role is one of several new senior management posts in our operations directorate. It's been created following a review to ensure we're set up in the best way to deliver the things that matter most to our customers and can meet the objectives of our Better Together corporate strategy.

You'll be a crucial member of the leadership team in our newly defined estate management function. With specific responsibility for managing estate management teams, you will work to embed a new managing agency style business into the organisation, raising the standards (services, processes, people and systems) across our places and estates and spearheading placemaking principles across your management teams.

### 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 Notting Hill Genesis 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

#### Leadership

Provide strong and effective leadership to implement and manage agreed plans aligned with our customer-centric values to ensure the best possible results.

Report to your director (and managing director and executive board where necessary) on all aspects of business activities within relevant remit (business plan, budget, complaints, customer experience, commercial and housing policy, resident involvement, risks).

Provide senior level advice, challenge, and support to each business to improve performance, respond to customer feedback and meet their regulatory requirements.

Establish and maintain a culture of customer and service improvement, supporting colleagues to deliver change projects to meet developing and evolving customer needs.

Lead, manage and support everyone you work with and encounter in line with our management behaviours to get the best out of our colleagues.

Represent Notting Hill Genesis externally, developing and maintaining our reputation and building effective relationships with relevant stakeholders.

Ensure core elements of service delivery are conducted in compliance with legislation, regulation, and our policy, as well as complying with local authority or central government requirements.

#### Operational

Lead the estates team in the places and estates directorate and be responsible for providing all aspects of estate management in accordance with regulatory and statutory requirements as well as our own high standards.

Lead and manage significant change within the service in adapting to the changing requirements of buildings, facilities and service customers.

Develop and deliver effective strategies to ensure our places and estates function continuously improves its products, on and off-site property services and multi-tenure estate services alongside improving customer satisfaction.

Provide visible, strategic, and effective leadership to ensure that the team deliver against business plan objectives and annually grow the number of



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estates within the portfolio in line with the business plan.

Manage the service charge budgeting and actual accounting processes as well as profit and loss for areas of responsibility to meet cost and profit targets.

Build credible relationships and networks with colleagues across Notting Hill Genesis, with customers and external stakeholders and consultants in regard to ensuring improved service delivery and good practice requirements.

Appoint and manage the best external suppliers, agents and contractors to meet cost and profit targets.

Project manage new and existing schemes to ensure that service delivery is tailored to suit different markets, cost restraints and customer expectations.

Work closely with the senior management team to ensure the contract management of repairs, maintenance and estate services for the estates, ensuring a cost-effective and quality service, working effectively with asset management where relevant.

Devise initiatives to employ estates staff directly where possible.

Create policies, procedures and estate management templates relevant to estate operations that can be rolled out to the wider organisation.

Build and manage relationships with key people in our development and delivery teams to positively influence the schemes we are building, placemaking strategy and identify emerging areas for new development opportunities.

Consider the estate management strategy alongside the established and anticipated community.

### **General**

Follow organisational financial regulations, policies, and procedures, including 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.

Undertake corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

### **Cross organisational working**

Foster effective working with the operational, assets and places and estates teams, along with in-house and external contractors to ensure properties and places are well maintained now and in the future.

Ensure your teams act as the resident champion and advocate across all teams, escalating where necessary to deliver resident-focused outcomes.

Work with central services, finance and information, systems and change teams to develop strategies to improve service quality and delivery.

## **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**

Thorough understanding of and experience of working in the sector (especially property management and placemaking) and the processes related to multi-tenure management, particularly estates services and service charges.

Recent experience of managing a successful target-driven team.

Thorough understanding of the relevant legislation, statutory and regulatory requirements (specifically service charges).

Experience of analysing processes and services in order to improve customer satisfaction and increase revenue.



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Experience of managing projects to deliver successful outcomes, including change projects.

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.

Effective IT skills including advanced MS Office skills.

Good spoken and written English.

MIRPM qualification is desirable – if you do not hold this qualification, you will need to complete it within 12 months.