



Working better together
for our residents

Head of Estate Services

> Operations > Places and Estates

What's it all about

You will lead NHGs estate services teams as they deliver a range of key services to over 30,000 homes. Drive best practice and excellent standards as part of our better places vision via our mix of contractors and in house teams.

How you'll make a difference

Your work will impact thousands of people every day as they come to and from their homes. NHG want to deliver better places through good quality cleaning and landscape services which you will lead. You will help improve our sustainability through efforts to enhance biodiversity across NHG. Safety will be at the top of your list with a dedicate team of officers focussed on fire safety.

How you'll do it

- By developing and leading the estate service services team in collaboration with residents that deliver on NHGs better places vision.
- Through close work with our contractors and via your team you will achieve high service standards consistently across our estates, aiming to be in the upper quartile in the G15 for TSM 10.
- You will seek to push our standards through technology use, changes of process and using data driven feedback to continuously adapt and evolve the service provision and methodology.
- Via the use of our inhouse management system you will facilitate and ensure that residents receive the services they expect whilst providing value for money.
- As Head of Estates, you will forecast and oversee £13m of annual contractual spend.
- By being responsible for delivering a safe environment including meetings all statutory and regulatory requirements in communal area including play areas as well as trees and Japanese Knotweed.
- You will ensure all estate staff and teams working on schemes are trained and understand health and safety requirements.
- By increasing resident engagement in the places, they live through development of resident monitor programmes and involvement of estate inspections making sure NHG are leading the way with the consumer standards.
- You will develop robust client-based relationships with internal departments for example, assets and leasehold to ensure delivery of consistent standards across our stock.
- Acting as the internal lead and specialist on all matters for estate services you will be vocal about the work the team does celebrating its success.
- By working in line with NHGs sustainability strategy you will create and lead on implementing a rolling programme of biodiversity enhancements on our estates.
- You will create a long-term investment strategy for our large portfolio of trees enabling long term budget forecasting.
- Ensure 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 – at least two days a week in our **communities, on housing estates or in schemes** and at least two days in an office working with others. Depending on work and interactions required working from home may be possible one day 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

Compassionate

I'll promote a culture of empathy and understanding throughout the organisation through my own actions and by holding my team to account so that customer needs are always our first consideration.

Progressive

I'll set the direction and ambitious goals for the organisation, challenging us to always be better whilst bringing new ideas to the table, harnessing learnings from the commercial sector.

Inclusive

I'll actively promote and champion diversity and inclusion, ensuring the organisation is representative of the communities we work in and for. I will take the time to celebrate the work of our team and contractors.

Dependable

I'll be transparent in my decisions and actions, managing my team well to ensure colleagues and customers can trust my leadership. I'll consistently support my team by building strong relationships with key suppliers.

Empowered

I'll promote a culture of autonomy in which people have the appropriate resources and direction to succeed.

Essential knowledge, experience and skills including qualifications and professional membership

- Thorough understanding of and experience of working in the sector (particularly property management/estate services) and the processes related to multi tenure management, particularly estates services.
- Recent experience of managing a successful target driven team.
- Experience of/ability to procure and manage large scale, complex and high value service contracts.
- Thorough understanding of the relevant legislation, statutory and regulatory requirements linked to estate services and estate management.
- Experience of analysing processes and services in order to improve customer satisfaction.
- Experience of using business intelligence systems or databases to provide accurate management reporting
- Strong knowledge of budget forecasting and management to deliver the best value for residents.
- The role will be subject to qualifications linked to the impending consumer standard regulatory requirements, likely requiring a level 4 qualification.
- **Intermediate** IT and systems skills including Microsoft office (delete as appropriate)
- This role is subject to a **basic/enhanced** criminal record check (CRB) issued by the disclosure and barring service (DBS) (delete as appropriate or if not needed for the role)