

Assistant Estate Management

Job Description

Reports to: Estate Manager

Hours of work: 7pm to 7am on a 4 on 4 off shift pattern, plus cover shifts

Estate Background

Eastside Plaza is a prestigious and high-end estate, adjacent to the Gunwharf Quays retail outlet. It is a purpose built development consisting of over 300 residential and commercial units. This award-winning modern waterfront development comprises a range of contemporary residential properties, plus a retail centre and leisure facilities. Eastside Plaza was the last phase of the regeneration development, comprising luxury apartments within three distinct elements: The Blue Building; The Crescent; and No.1 Gunwharf Quays, a 29-storey, 100 metre glass cylindrical tower which overlooks the rest of the development and the public Piazza; it affords spectacular panoramic views over Portsmouth, the harbour and the Solent.

Purpose

The overall purpose of this job is to maintain the quality standards of this prestigious residential development and assist in providing an exceptional level of customer service to all residents. This role will require flexibility in working hours and may involve shift working.

The successful candidate will be expected to provide cross over cover for colleague absences.

Responsibilities / Tasks

Duties include but are not limited to:

Service to the residents *“Make life more pleasurable for all of our residents”*

The Assistant Estate Management will:

- Assist residents and lessees, either via telephone or in person at the Front Desk regarding maintenance issues, complaints, emergencies and additional support requests.
- Provide a visible presence of on-site management at times of peak resident movement (i.e. mornings and evenings).
- Wear the company uniform.
- Assist with the parcel handling service where offered - managing parcel deliveries on behalf of residents, advising them of deliveries via message cards and handing over goods to the residents.
- Assist with the Estate / resident key handling services and apartment access permission/disclaimer forms including logging, receiving and handing out keys to authorised persons.
- Handle problems / complaints from residents effectively and efficiently or referring them to the Estate Manager or Managing Agent as appropriate.
- Assist with the move-ins and move-outs of residents to ensure that no damage or blockages occur in the communal areas.
- Ensure that the Estate is safe by routinely patrolling.
- Hand-deliver Estate communication.

Building Management **"Protect the value of our owners' homes"**

The Assistant Estate Management will:

- Take meter readings for communal utilities.
- Assist with system testing around the development (including services such as emergency lighting and fire alarms/smoke vents).
- Assist with contractor signing-in/out/procedures and ensure they are working safely/ complying with Health & Safety regulations on site.
- Perform minor cleaning tasks.
- Perform minor decoration touch-up tasks.
- Perform minor gardening tasks.
- Perform minor repair tasks where appropriate.
- Complete site walk arounds to identify issues on the estate, as required.
- Ensure that positive handovers occur between staff at shift changeovers.
- Update the on-line incident log.
- Manage the rubbish and recycling bins.

Personal Skills / Competencies required

The successful candidate will:

- Have previous experience interfacing with customers.
- Have a strong customer service ethic and good social skills, as he or she will be working in an environment that forms part of people's homes and will come in to contact with residents on a regular basis.
- Be punctual and be able to follow a routine, following the work rotas that are in place to ensure duties are carried out to the agreed frequencies.
- Be happy to work effectively alone and as part of a team.
- Be well motivated with a positive, 'can-do' attitude.

Training will be provided where necessary

Qualifications / Experience required

The successful candidate will:

- Be legally able to work in the UK
- Be reasonably competent in the use of Microsoft Office (Excel, Word and Outlook)
- Possess a good standard of education (essential).
- Preferably possess a full, clean driving licence; however, this is not essential.