

Job Role Profile

Role title: Estate Care Manager		Department: Property & Estate Management
Grade level:		Region/location: Surrey/West Sussex and South London
Purpose of role: To oversee teams delivering high quality and customer focused estate care services		
Working relationships		Scope of the role
<p>Responsible to:</p> <ul style="list-style-type: none"> Estate Care Operations Manager <p>Responsible for:</p> <ul style="list-style-type: none"> Estate Care Gardeners 	<p>Internal relations:</p> <ul style="list-style-type: none"> Home Services Manager Property & Estate management staff Sheltered & CASI Staff Customer Service Centre Other internal customers as required <p>External relations:</p> <ul style="list-style-type: none"> SHG Customers Contractors Other agencies with which the Group works 	<p>Areas of responsibility include:</p> <ul style="list-style-type: none"> Within a designated geographic area, oversee the effective and efficient management and support of the delivery of grounds maintenance services. Responsible for staff and estate Health and Safety compliance in line with all relevant statutory and regulatory requirements Recruit, lead, motivate, assess, train and support staff (including apprentices) in line with Group procedures Monitor and report on performance, demonstrating value for money, proactive resolution to situations and continually improving services Monitor performance and effectively manage any contracts for grounds maintenance and tree works.

Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

Service Provision

- Responsible for the operational day to day leadership of an estate care team whose duties may include gardening and grounds maintenance, and/or waste management
- Recruit, lead, motivate, train and support your team in line with Group procedures
- Supervise any outsourced contracts for estate care
- Responsible for staff and estate Health and Safety compliance in line with all relevant statutory and regulatory requirements
- Ensure that any actions related to Fire Risk Management are processed and actioned as required and appropriate records are kept
- Ensure that all machinery and equipment is serviced regularly and is operated safely and in accordance with the manufacturers guidelines. Report all incidents of damage to your line manager and our insurance team.
- Ensure that all fleet vehicles within your team are kept in good condition. Actively monitor use of vehicles through our tracking system to ensure that drivers act responsibly and vehicles are used for their designated purpose.
- Ensure that your team, deliver a consistent and high quality service, within budget and in accordance with our published estate care standards.
- Regularly inspect and document service delivery in accordance with our schedules, to ensure that rotas are adhered to and our standards are consistently met.
- Manage your team to ensure that appropriate levels of staffing are maintained at all times, taking into account emergencies, ad hoc requests, holidays and seasonal demands for service
- Pro-actively manage incidents of sickness absence, misconduct and capability in line with Group procedures
- Respond promptly to customer enquiries, comments or complaints about service provision in a professional and courteous manner.
- Liaise with internal colleagues and external partners to ensure a consistent and responsive service delivery.
- Identify areas within your operational area and develop ideas to enhance service delivery including biodiversity and promoting wildlife in communal gardens'
- Identify opportunities to reduce fly-tipping and improve estate waste management practices
- Assist with the preparation of annual service charge schedules ensuring that we provide a value for money service
- Manage financial limits in accordance with delegated authority.
- Provide out of hours service support, giving advice, guidance or instructions. Where appropriate attend site and/or arrange for contractors and colleagues to attend site or co-ordinate emergency works/liaise with emergency services as appropriate. Report appropriately on the next day's business.

Safeguarding

- Where you witness or learn of abuse (including sexual abuse, physical abuse, neglect, exploitation, financial abuse, discrimination or institutional abuse) report this to either our Safeguarding Officer, social care partners or the Police
- Follow the local adult and children safeguarding procedure in conjunction with SHG policies and procedures

Health and Safety

- Understand your responsibilities as an employee under Health and Safety legislation
- Ensure risk assessments are completed and kept up to date
- Read and understand the Group's Safety Policy to ensure that its provisions are adopted in all working environments.
- Ensure you and your team store chemicals and fuel safely and in accordance with Group guidelines
- Drive company vehicles safely, in compliance with the law and keep them clean and tidy
- Ensure you and your team maintain tools and equipment in a correct and safe manner
- Deal with any defective equipment or machinery or any defective area of the premises as quickly as possible.
- Adopt a safe system of work at all times, using all safety clothing and equipment provided and taking responsibility for your own and the team's safety.
- Work in a safe manner so that your own safety and that of colleagues or members of the public is not jeopardised.
- Ensure that all accidents (and near misses) are reported to a senior manager in accordance with the Group's Procedure
- Ensure non skilled testing of fire alarms, emergency lighting and AOV's is completed according to schedules and any flagged actions are raised with appropriate colleagues and monitored to ensure issues are addressed

Resident liaison

- Be a point of contact for residents, assist where possible or refer enquiries to colleagues
- Be aware of vulnerable customers and where appropriate, highlight their needs to your line manager / Housing Team
- Act in a friendly, polite and professional way at all times, even when challenged by difficult or upset customers.

General

- Organise and maintain stock inventories of supplies, maintenance materials and equipment
- Undertake training, attend seminars and deliver training to colleagues as required
- Promote the work of the Group within the local community

Mobility

- In addition to your normal place of work, you may be required to work at other locations as determined by the Group.

Note:

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation.

You will be expected to carry out all duties in the context of and in compliance with the Group's Diversity and Health and Safety Policies.

Person profile		
Attributes	Essential	Desirable
<p>1. Skills, knowledge, experience and abilities</p>	<p>Skills & Knowledge:</p> <ul style="list-style-type: none"> • Proven management capability, ability to supervise and support gardening and/or waste management teams • Experience of estate care duties including gardening and grounds maintenance. • Experience and understanding of Health and Safety processes including risk assessments, method statements and COSHH <p>Customer service:</p> <ul style="list-style-type: none"> • Proven experience of providing high standards of customer service • Ability to empathise with and be sensitive to, the needs of a diverse group of people • Able to receive and respond to customer feedback and complaints professionally at all times • Ability to listen and keep people informed, in a polite, friendly and helpful manner <p>Communication:</p> <ul style="list-style-type: none"> • Able to communicate clearly, accurately and effectively using a range of different communications channels • Effective handling of complaints • Computer literate and able to use basic MS Word, Excel and Outlook, and smartphone apps 	<ul style="list-style-type: none"> • Previous experience in a similar role with a social landlord • Experience of working in a socially diverse, multi cultural environment • Public contact skills

	<ul style="list-style-type: none"> • Able to record data accurately <p>Interpersonal skills and team working:</p> <ul style="list-style-type: none"> • Able to work effectively as part of a management team • Effective interpersonal skills and the ability to work collaboratively with stakeholders • Ability to remain calm under pressure and respond appropriately in an emergency <p>Prioritisation/initiative:</p> <ul style="list-style-type: none"> • Able to work flexibly, prioritise and manage competing demands • Good organisational skills and an ability to use your initiative 	
<p>2. Leadership/management</p>	<ul style="list-style-type: none"> • Experience of resource planning including development of staff rotas • Ability to organise team workloads to meet our published estate care standards • Manage inventories and stock to ensure materials are consistently available and there is no abuse • Ensure your team are motivated through ongoing training, instruction, supervision and leadership • Communicate team and individual goals • Monitor outputs and intervene where there are issues of under performance • Actively demonstrate our core values and act as a role model for your team • Be trustworthy and conduct your role with integrity 	
<p>3. Qualifications/professional development</p>	<ul style="list-style-type: none"> • Valid driving licence and ability to drive company vehicles as and when required • Good level of general education (English and maths) • Awareness of Health and Safety issues in a built 	<ul style="list-style-type: none"> • Cleaning or Horticultural/Landscaping certification • Appropriate NVQ, GCSE Grade D or above, or equivalent

	environment and identifying risks	
4. Circumstances	<ul style="list-style-type: none">• Post holder will be required to work from other company locations• Able to travel to other locations within the Region as required• Able to work flexibly to meet customer and business needs including evening working and weekends• A Disclosure & Barring Services check that meets the Group's standards.	