

## STANDARD JOB DESCRIPTION

**JOB TITLE:** Estate Manager

**REPORTS TO:** Area Manager

**SUPERVISES:** Cleaners/Gardeners/Contractors

### PURPOSE OF JOB

To be responsible for the day to day smooth running of the development, (this means the buildings and associated grounds) including the supervision of contractors, ensuring the building is well maintained and welcoming.

### YOUR KEY DUTIES AND RESPONSIBILITIES

#### Managing the Development

Our leaseholders are proud of where they live and we expect you to be too. As the Estate Manager you will:

1. Walk the development on a daily basis, identify and order repairs for any defects and be proactive in solving maintenance problems, as long as it's within your authorised limits.
2. Make sure all fire alarm and safety equipment is checked regularly, and that it's working properly at all times. Record and monitor equipment servicing and inspection dates.
3. Make sure you're familiar with where service control points are in case of emergency (i.e. water main stop cocks, electricity supply switches and fuses, communal boilers, etc.).
4. Make sure the inventory of all equipment and fittings is kept up to date and any errors or problems are recorded and brought to the attention of your Area Manager.
5. Make sure that the grounds are kept clean and tidy and landscaped areas are maintained. Where you have a contractor to do this you should supervise their work and deal swiftly with any problems as they arise.
6. Make sure the cleaning of communal areas is done as often as necessary to keep it to a good standard. As the Estate Manager we expect you to identify if there needs to be a review of the specification and discuss this with leaseholders and your Area Manager. If

the guest suite is used wash and iron the bedding after use and get it ready for the next visitors.

7. Organise the booking of the guest suite and the use of the communal lounge and laundry room where provided.
8. Be responsible for looking after the master key(s). You should only use it to enter a property in an emergency or if invited to do so by the occupier.
9. Use the pre-paid bank card to purchase small day to day items. Any monies paid for the use of the guest suite must be paid promptly into the Head Office bank account.

### **Supporting Leaseholders**

1. When asked you should make contact with leaseholders, either through direct personal contact or with the call alarm system.
2. Visit each leaseholder according to their preference on Resident Information - Form 57, unless they ask you not to.
3. Always be available when you're on duty and be aware of the needs of each leaseholder; take action to support leaseholders if they need it. This might include giving emergency help and general assistance if an leaseholder is unwell or has had an accident, until the emergency services, relatives or other help arrives.
4. Answer and deal with calls from the call alarm system, either direct from a leaseholder or through a Call Centre.
5. Show leaseholders how to use the call alarm system and make sure the system is working. Check the call alarm system using test calls on a regular basis.
6. Keep up to date records of each leaseholder's personal details and let the Call Centre know of any changes in circumstances as soon as you are made aware.
7. Notify Head Office immediately of the death of a leaseholder.
8. Make sure all leaseholders know about the escape routes in the event of a fire, and any other health and safety requirements.
9. Keep the accident book and daily diary of events and activities for the estate up to date.
10. Liaise with relatives, voluntary and other agencies about the care and support of leaseholders provided we've been given the leaseholders' written permission and/or our usual confidence rules have been released. If you don't have permission and/or a release obtained, speak to the Head of Estates or Chief Executive before becoming involved with any third party.
11. Encourage leaseholders' (and their friends, neighbours, relatives and the wider

community) to get involved in social activities and interests on the estate.

## General

As the Estate Manager you will be ELM's representative and we expect you to make a positive impression on everyone you come into contact with. We want you to be smartly dressed, professional, warm and welcoming.

1. You must come to meetings, training sessions and courses as required by ELM Group.
2. Read and be familiar with your Estate Manager's Manual and any documentation pertinent to your development.
3. Make sure the health and safety of you and those around you is protected.
4. Help us with viewings of empty properties, including showing prospective leaseholders around and answering questions about the development. You'll also need to interview prospective leaseholders and make sure our development is the right place for them.
5. Complete the necessary admin to do with expenditure on the estate. Your line manager and the Estate Managers Manual has guidance information on this.
6. You need to also do other tasks that are standard for an Estate Manager on a retirement scheme. From time to time your line manager can ask you to do other reasonable duties as well.
7. You must be aware and keep to the rules of our Code of Conduct, Financial Regulations and Standing Orders.

### Health and Safety

Under the Health & Safety at Work Act you have to ensure the Health and Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.

In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.

The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt with within appropriate timescales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law.

**This job description is an accurate reflection of the main duties of the post as at the time**

**of writing but will be changed from time to time to meet the changing needs of ELM GROUP.**

**ESTATE MANAGER  
PERSON SPECIFICATION**

QUALITIES	ESSENTIAL	DESIRABLE
<p><u>EDUCATION /QUALIFICATIONS</u></p> <p>GCSE or equivalent Grade C or above in Maths &amp; English.</p> <p>First Aid certificate.</p>	<p>Yes</p>	<p>Yes</p>
<p><u>WORK EXPERIENCE</u></p> <p>Experience in providing service to customers in a residential environment.</p> <p>Experience in supervising contractors.</p> <p>Understanding of building maintenance.</p>	<p>Yes</p> <p>Yes</p>	<p>Yes</p>
<p><u>COMMUNICATION SKILLS</u></p> <p>Ability to develop and sustain successful relationships with colleagues, residents and their families using a polite but warm approach.</p> <p>Ability to communicate effectively with a range of people, both verbally and in writing.</p> <p>Ability to respect confidentiality and be diplomatic.</p> <p>Ability to be adaptable and flexible to the needs of customers and colleagues.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	

<p><u>ADMINISTRATIVE/ORGANISATIONAL SKILLS</u></p> <p>Ability to work independently using own initiative with minimum supervision using a proactive approach.</p> <p>Ability to complete and maintain records.</p> <p>Ability to be resourceful and demonstrate sound judgement under pressure.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	
<p><u>KNOWLEDGE AND SKILLS</u></p> <p>Empathy with older people and understanding of ageing process.</p> <p>Basic knowledge of welfare benefits and entitlements.</p> <p>Good understanding of professional boundaries.</p> <p>Ability to drive and access to a car.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p>
<p><u>OTHER REQUIREMENTS</u></p> <p>Willing to participate in activities with residents.</p> <p>Awareness of equal opportunities.</p> <p>Awareness of Health &amp; Safety issues.</p> <p>Willingness to work unsocial hours/respond to emergencies outside hours of work.</p> <p>Smart, professional appearance.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p>