

## **Estate Services Manager (Ground Maintenance)**

The Estate Services team monitor and maintain the communal areas on our estates, our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

### **You'll demonstrate our HEART values in your behaviours. You'll:**

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

### **The role**

Estate Services is at the frontline of the housing service and the first and most frequent point of contact for all our residents. Sometimes the Estate Services function is the only experience our customers have of Southern.

As the Estate Services Ground Maintenance Manager, your main responsibilities include leading and managing a team that provides high quality ground maintenance services in a specific geographical area. This may also involve overseeing the work of contractors in areas such as tree maintenance.

You will also be responsible for conducting estate inspections, ensuring that service delivery meets a high standard and promptly reporting any communal repairs or compliance issues. Additionally, you will play a crucial role in collaborating with other front-line teams to enhance resident satisfaction.

## The location

You'll be based at one of our local estate offices.

## What you'll be doing:

- Within a designated geographical area, overseeing the effective and efficient delivery of grounds maintenance estate services, you may also need to cover for our cleaning managers.
- Ensuring that your team are safe and have completed their risk assessments, any relevant health and safety training, and comply with lone working arrangements. This includes actively promoting and enforcing health and safety protocols to maintain a safe working environment for all team members.
- Responding to enquiries from colleagues or residents about the services delivered by the team. This includes promptly addressing any issues, providing updates, and ensuring clear and concise communication.
- Carrying out estate inspections, checking they are well maintained and reporting any service issues, communal repairs, compliance hazards or tenancy management problems.
- Completing and documenting one to ones with your team, addressing any underperformance issues, providing constructive feedback, and recognising achievements.
- Identifying and scheduling project works for the quieter seasonal months.
- Monitoring and ordering supplies, ensuring that the team have the tools, equipment and products required to complete their tasks efficiently. This involves tracking inventory, placing orders in a timely manner and ensuring cost effectiveness.
- Ensure that all work vehicles are compliant with the Southern Housing fleet policy.
- Ensuring that machinery is regularly serviced and fit for purpose.
- No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.

## What you'll need:

- Experience working in a Ground Maintenance environment, with a strong understanding of health and safety practices, including conducting risk assessments, adhering to COSHH (Control of Substances Hazardous to Health) regulations, managing lone working situations, and prioritising the safety of your team.
- Proven leadership skills, enabling you to recruit, manage, train, and motivate a team of staff effectively. You should have experience in fostering a positive work environment and promoting a culture of teamwork and collaboration.
- A proactive mindset and problem-solving skills to identify and resolve operational challenges or issues that may arise within the Estate Services team.

- An understanding of value for money and service charges, recognising the importance of optimising resources and delivering cost-effective services. This includes identifying opportunities for efficiencies.
- The ability to build and maintain positive relationships with residents, demonstrating strong interpersonal skills and a customer-centric approach. This includes effectively addressing resident inquiries, concerns, and complaints, and working collaboratively to ensure their needs are met.
- Strong communication skills, both written and verbal, enabling you to effectively liaise with team members, residents, contractors, and other stakeholders.
- Attention to detail to conduct thorough estate inspections and report on necessary repairs, compliance, or tenancy matters.
- A valid UK driving licence with category C1 and the ability to drive company vehicles as and when required.

**NB**

- From time to time, the post holder might be required to work from other company locations.
- On occasion you might be required to cover meetings outside core business hours