

Role Profile

Role Title:	Estates Officer
Department:	Operations – Housing Management
Role Purpose:	<p>To deliver a high quality estate management service that meets the needs and aspirations of our customers and contributes towards the wider business objectives and purpose of the organisation.</p> <p>To proactively manage a defined portfolio of properties, in line with the organisations policies, procedures and professional standards.</p>
Reporting to:	Estates Manager or Senior Estates Officer, as directed by the Estates Manager
Responsible for:	N/A
Checks:	Standard DBS & Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • To deliver proactive tenancy and estate management services that reduce the risk of harm to residents, damage to our assets and tenancy failure, through professional and timely interventions, ensuring adherence to Midland Heart policies and procedures. • Take a proactive approach to overseeing the management of decants, abandonments, void properties and tenancy terminations to ensure properties are recovered in a timely manner and costs associated with waste removal, damage, neglect, arrears and void loss are kept to a minimum. • To form effective relationships with customers to maximise the duration of their tenancy from sign-up to termination, and to engage and work in partnership with them to shape, develop and continually improve services. • Identify the need for, implement and review building and environmental improvements, local lettings and/ or community safety plans for schemes that will improve the sustainability of schemes, by improving the quality service, value for money and customer satisfaction. • Proactively develop and sustain appropriate and positive working relationships with key stakeholders in order to support the resolution of cases relating to Midland Heart’s role as a Landlord. • To ensure that customers receive a coordinated and comprehensive service; delivering an excellent customer experience and high levels of
----------------------------------	---

	<p>satisfaction with the service.</p> <ul style="list-style-type: none"> • To provide a proactive estate management service, including the lettings and management of garages and the management of CCTV systems. • To be responsible for recruitment, training and oversee the management of place champions. • To be responsible for developing and maintaining Emergency Response Plans. • To adopt a flexible, co-operative and innovative approach to your areas of responsibility, supporting the work of your team and other colleagues throughout the organisation. • To prevent “avoidable” service demand through the delivery of a proactive service that identifies and resolves tenancy and estate management problems at the earliest opportunity. • To use IT systems to keep accurate and timely records of all actions taken and to produce reports as requested. • To present a positive and professional image of Midland Heart, in line with the organisations values. • To maximise income through the efficient and professional management of properties, and through the monitoring of service charges. • To attend and/ or lead on meetings such as partnership meetings, ensuring accurate records are kept and actions are delivered. • To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health & Safety Policy commensurate with this position. • Any other duties commensurate with this post. • You will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart’s operational areas as determined by the needs of the business and / or being flexible with working patterns to meet the variable demands of customers.
--	--

<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Ability to evidence English & Mathematics abilities equivalent to grade C / 4 or higher.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Working in a customer service environment and delivering excellent customer experience. • Operational experience of delivering Housing Management services,

	<p>including the application of housing and other relevant legislation.</p> <ul style="list-style-type: none"> • Personal contributions to service improvement and development of policies and procedures. • Track record of delivering successful business outcomes. • A good working knowledge of housing and other relevant legislation. • A sound knowledge of accepted good practice in service delivery within the social housing and customer service.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • A high level of written and verbal communication skills, people management and interpersonal skills. • Be able to demonstrate excellent problem-solving skills • Ability to monitor and control devolved budgets. • A good team player but the ability to work independently and make difficult and timely decisions. • To be able to analyse and interpret complex information and use it in service improvement. • Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives. • Excellent self-organisational skills, able to work under pressure, prioritise effectively and meet tight deadlines. • Able to identify and meet the needs of a diverse range of people and understanding safeguarding and equality and diversity issues. • Commitment to quality service provision; delivering an excellent customer experience and high levels of customer satisfaction. • Resilience and the ability to maintain service delivery through difficult and challenging circumstances. • Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions. • Flexible and prepared to work outside normal service operating hours according to the needs of the service. • Ability and willingness to travel across the Midland Heart operational geography.