



Job Description

Title: Estates Coordinator

Accountable to: Estates Manager

Key working relationships:

Internal:
Director of Quality Improvement and Compliance, Estates Manager, All Department Directors and Heads, Safeguarding Department Representatives (SDR'S), National Office Team, Housing, Retail and Outreach Centre staff. Volunteers from across all areas.
External:
Health and Safety Executive (HSE), UK government Agency, The Growth Company Trusted Standard Quality Assessors, Agencies, Support Organisations, Landlords Contractors and The Charity Commission.

Location: Based at National Office, Leamington Spa with extensive travel to locations around the UK.

Contract Type: Permanent

Working hours & Salary: 35 hours per week: £23,132 per annum

Benefits: 25 days holiday plus bank holidays (pro-rotta for part time contracts) Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service. Paid mileage for travel to locations other than base location.

Main purposes of the job:

To support the effective management, maintenance, and compliance of the organisation's diverse estate, including supported housing for clients, retail premises, a national office, and outreach centres. The role ensures all properties are safe, compliant, and fit for purpose, supporting both service delivery and income-generating activities.

Key achievement areas:

Estates & Property Coordination

- Support the day-to-day management of all properties across the organisation
- Coordinate maintenance and facilities services across supported housing, shops, offices, and outreach sites
- Act as a central point of contact for estates-related queries
- Liaise with landlords, managing agents, contractors, and suppliers

Supported Housing (Client-Focused Properties)

- Ensure properties provide safe, secure, and well-maintained environments for clients
- Coordinate responsive repairs with minimal disruption to residents
- Work closely with support teams to prioritise urgent issues
- Assist with void turnaround, including inspections, repairs, and readiness
- Ensure accommodation meets safeguarding and quality standards

Retail Premises (Shops)

- Coordinate maintenance and facilities for retail locations to ensure safe and attractive environments
- Respond quickly to issues impacting trading (e.g. lighting, heating, access)
- Track compliance requirements for health & safety in retail settings

Offices & Outreach Centres

- Maintain a safe and functional working environment for staff and volunteers
- Coordinate office moves, space planning, and equipment setup
- Ensure outreach centres are operational, accessible, and welcoming
- Support facilities services such as cleaning, waste, and security

Maintenance & Repairs

- Manage reactive and planned maintenance across all property types
- Undertake maintenance where required across the portfolio.
- Log, prioritise, and track repair requests through to completion.
- Conduct regular inspections and identify preventative maintenance needs.

- Monitor contractor performance, quality, and value for money.

Health, Safety & Compliance

- Support compliance with statutory requirements (fire safety, gas, electrical, Legionella, asbestos)
- Maintain accurate compliance records and certification across all sites
- Assist the Estates Manager with risk assessments, audits, and inspections
- Support to promote a strong health & safety culture across the organisation

Safeguarding & Risk Awareness

- Follow safeguarding policies, particularly within supported housing environments
- Ensure contractors understand and adhere to safeguarding expectations
- Report concerns appropriately and promptly

Contractor & Supplier Management

- Source, coordinate, and manage contractors in line with organisational policies
- Ensure appropriate vetting (e.g. insurance, qualifications, DBS where required)
- Monitor service delivery and resolve issues as they arise

Administration & Reporting

- Maintain accurate estates records, asset registers, and maintenance logs
- Raise purchase orders
- Support the Estates Manager with reporting on estates performance, compliance, and costs

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements
- A key component of development is becoming fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at risk

- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We are with you and for you
 - Community – We are better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Estates Coordinator

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Abilities and Attributes		
Highly professional and confidential approach	✓	
Ability to be proactive and take the initiative	✓	
Strong organisational and administrative skills	✓	
Ability to build relationships with a wide range of stakeholders	✓	
Experience / Knowledge / Qualifications		
Experience in estates, facilities, housing, or property coordination	✓	
Experience working across multiple sites or property types	✓	
Understanding of property maintenance and compliance requirements		✓
Good problem-solving skills and ability to prioritise workload		✓
Willing to undertake continuous improvement training	✓	
Communication		
Excellent verbal and written communication skills	✓	
Effective goal setting experience	✓	
Personal		
Committed to the vision, mission, and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Enhanced DBS check (required)	✓	

Willingness to travel nationally between sites	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Motivated	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
Ability to negotiate and influence	✓	

Internal Use Only

Approved By:

Issue No:

Approved Date:

Review Date: