

# TMO Estate Manager - Chalk Farm Housing Group (CFHG)

**Job title:** Estate Manager

**Contract:** Permanent

**Hours:** Full-time (37.5h/week)

**Place of work:** At the TMO office in Chalk Farm

**Salary:** £50,000 - £53,000 gross pa

**Reports to:** CFHG Management Committee

**Probation period:** 4 months

## **About us:**

Chalk Farm Housing Group (CFHG) is a resident-led Estate Management committee for the Ferdinand Estate in Chalk Farm, Camden. We manage a total of 273 properties across Beauvale, Broomfield, Ferdinand House, Harmood House, Mead Close, Powlett House, Rugmere and Tottenham.

The Estate Management committee (or Tenant Management Organisation, TMO) is about giving residents control over their housing management services and working to improve the quality of life for everyone who lives here. Apart from delivering quality housing services, we also provide resident engagement activities that benefit members of our community. We are a vibrant multicultural estate located close to the famous Camden Market in the historic former Pickfords stables, in Camden Town, London. The estate is dynamic, diverse, and driven, matching the cosmopolitan image of the historic neighbourhood.

## **About the Estate Manager role**

The Estate Manager is the key link between the Council, who funds the TMO long-term and sets certain standards of operation, the management committee, who governs the TMO and is composed of volunteer residents, staff, who include a close knit team of two caretakers, a housing officer and contractors, and estate residents, whom the TMO was created to support and serve.

The Estate Manager plays a key role in the direction and delivery of good housing services for residents, as well as in the culture of the estate. The manager meets with the committee once a month to review progress against business objectives, and has regular meetings with Camden Council to review performance against the council's standards. Beyond these touchpoints however, the role is ideally suited for a candidate who is proactive, passionate about social housing, and who values the autonomy of working in a small and financially stable organisation.

**The main accountabilities** are listed below.

1. Giving the TMO the strategy it needs to deliver an excellent housing service for residents.
2. Ensuring that the TMO is adequately and responsibly resourced.
3. Ensuring that the TMO complies with the Management Agreement signed with Camden Council, all applicable legislation, and current best practice.
4. Providing effective day-to-day leadership, management and supervision of staff.
5. Upholding a service culture which puts residents' satisfaction at the heart of delivery.
6. Ensuring the effective delivery of the TMO's housing management functions.
7. Working in partnership with the committee to deliver continuous improvement and good value across all TMO managed and contracted services.

## **Duties**

### **1. Giving the TMO the strategy it needs to deliver excellent housing services.**

This includes, but is not limited to:

- 1.1. Developing and implementing the annual business plan and budget for CFHG.
- 1.2. Reporting on income and expenditure relating to directly managed services.
- 1.3. Reporting on the TMO's achievements of targets, standards of service and service improvements.
- 1.4. Identifying and managing risk to the organisation and the delivery of services, including ensuring effective business continuity and emergency planning response arrangements are in place.
- 1.5. Developing internal policies and procedures, and ensuring that they are embedded, monitored, and updated in accordance with latest legal requirements and best practices.

### **2. Ensuring that the TMO is adequately and responsibly resourced.**

This includes, but is not limited to:

- 2.1. Day to day financial management and monitoring of budgets.
- 2.2. Overseeing expenditure against the Camden Council allowance and other income.
- 2.3. Working with the TMO Treasurer and Bookkeeper to:
  - 2.3.a. prepare accounts for the annual audit;
  - 2.3.b. ensure that TMO accounts, financial processes, policies and procedures comply with the requirements of internal and external auditors;
  - 2.3.c. ensure that any gaps are addressed as per the compliance action plan.
  - 2.3.d. ensure the committee members and TMO staff comply with the financial and contractual procedures as set out in the scheme of delegation and Standing Orders.

- 2.4. Correctly implementing all standing orders relating to the supply and procurement of services.
- 2.5. Managing and reviewing all contracts and service level agreements.
- 2.6. Researching, identifying and advising on various funding solutions, to support the TMO in growing beyond the allowance it receives from Camden.

**3. Ensuring that the TMO complies with its Management Agreement, legal obligations, and best practice:**

This includes, but is not limited to:

- 3.1. Supporting the management committee in negotiations with the Council relating to the management agreement.
- 3.2. Representing CFHG at council and other meetings, as directed by the Management Committee.
- 3.3. Attending Court, Leasehold Valuation Tribunal and Employment Tribunal when required to represent CFHG in legal or quasi-legal proceedings.
- 3.4. Ensuring that the TMO meets all legislative requirements both as a managing agent of the landlord and an employer, such as the Right to Manage regulations 1994, the Health and Safety at Work Act 1974, the Landlord and Tenant Act 1985, the Housing Act 1996, the Data Protection Act 1998, the Equality Act 2010.

**4. Providing effective leadership, management and supervision of TMO staff.**

This includes, but is not limited to:

- 4.1. Providing active and positive line-management of CFHG staff.
- 4.2. Leading on staff induction, training and development, work planning, performance appraisal, correct application of disciplinary and capability procedures and management and recording of absence including sickness.
- 4.3. Recording and maintaining effective personnel records.
- 4.4. Upholding a culture of excellent service delivery ensure they meet the TMO's commitment to high quality, community-focused and sustainability-minded service provision.
- 4.5. Actively promoting and encouraging a workplace and service culture which values diversity and supports equality and sustainability.

**5. Upholding a service culture which puts residents' satisfaction at the heart of delivery.**

This includes, but is not limited to:

- 5.1. Ensuring that all residents' enquiries are thoroughly investigated and responded to promptly, in line with TMO policy.
- 5.2. Ensuring that all written correspondence is logged, investigated and responded to, in line with TMO policy.
- 5.3. Proactively communicating with residents to foster a culture of trust.
- 5.4. Encouraging resident participation in shaping the housing management service.
- 5.5. Ensuring that all complaints are thoroughly investigated and responded to promptly, in line with the TMO's complaints policy and procedure.

**6. Ensuring effective delivery of housing management functions.**

This includes, but is not limited to:

- 6.1. Proactive management of empty homes;
- 6.2. Effective management of all repair obligations which fall within the remit of the TMO, including by reviewing the specification of works, conducting before and after inspections, and managing contractors to ensure they meet the TMO's performance standards and management agreement obligations;
- 6.3. Liaising with Camden Council to ensure that those works which fall within its responsibility (such as major works), are effectively managed, deliver good value and are developed in partnership with residents.
- 6.4. Sensitive management of neighbour disputes and anti social behaviour using available remedies to support victims and tackle perpetrators, including local resolution, use of mediation, use of victim support and the enforcement of the tenancy agreement and other legal tools available under current legislation;
- 6.5. Prompt and thorough investigation and determination of all tenancy change requests including name changes, assignments, successions and mutual exchanges.
- 6.6. Identifying additional services that CFHG TMO may take on and preparing the committee and residents to do this.

**7. Working in partnership with the management committee to deliver continuous improvement and good value across all TMO managed and contracted services.**

This includes, but is not limited to:

- 7.1. Attending CFHG committee meetings as required.
- 7.2. Providing the committee with comprehensive reports of the TMO's performance and financial standing.
- 7.3. Assisting the management committee in the strategic review of the housing management service.
- 7.4. Representing the committee at all levels of the Council's housing and community-wide consultation structure, i.e. TMO Liaison Committee, and District Members Council.
- 7.5. Securing appropriate training to enable the management committee, sub committee members and delegates to operate effectively.
- 7.6. Drive up membership, broaden its skills base, increase capacity and raise its profile as a community organisation.

## Person Specification – Estate Manager

E = Essential

D = Desirable

S = Assessed at short listing (application form)

A = Occupational Assessment

I = Assessed at Interview

<b>Qualifications</b>		
	Level 4 Certificate in Housing or equivalent; <b>OR</b> Undergraduate degree (2:1 or above), prepared to enrol in Level 4 Certificate of Housing <sup>1</sup>	<b>ES</b>
<b>Experience</b>		
1	At least 4 years experience of managing staff, using performance management systems to achieve organisational goals.	<b>ES</b>
2	At least 2 years experience of reporting to a board (eg: trustees or committee) with progress against business objectives.	<b>ES</b>
3	Experience of preparing annual accounts for audit.	<b>ES</b>
4	Experience of proposing, managing, and reporting on budgets.	<b>ES</b>
5	Experience of managing contractors.	<b>ES</b>
6	Demonstrable experience of working with other agencies/ stakeholders to achieve shared objectives.	<b>ES</b>
7	At least 3 years experience of managing social housing services such as repairs, tenancy and leasehold management, income management, resident involvement and customer services.	<b>DS</b>
8	Experience of using Housing Management Software	<b>DS</b>
9	Experience of setting up new teams and/or running a small business.	<b>DS</b>
<b>Aptitudes</b>		
10	Demonstrable knowledge of housing law or current issues relating to social housing.	<b>ESI</b>
11	Ability to lead, manage, support and motivate staff to deliver high quality services.	<b>EIA</b>
12	Ability to work on own initiative and manage a demanding workload with competing priorities.	<b>EIA</b>
13	Able to write clearly for a wide range of audiences, to a high standard of English (eg: reports, newsletters)	<b>ESA</b>
14	Ability to draft service level agreements and contracts	<b>EA</b>
15	Highly computer literate (Microsoft Word, Excel, Google Drive)	<b>ESA</b>
16	Highly developed numeracy skills, with the ability to interpret detailed financial information.	<b>ESA</b>
17	Familiarity with cloud-based financial packages such as Quickbooks, Xero, SAGE or similar.	<b>DS</b>

<sup>1</sup> As per the Social Housing Regulation Act 2023, Senior Housing Managers are required to have, or work towards, a Level 4 Certificate in Housing. This is a one year vocational qualification, which you can study for online. We are prepared to cover the costs of the course for an exceptional candidate. Learn more from the [Chartered Institute for Housing](#).

18	Highly developed influencing and negotiating skills.	DI
19	Highly developed problem solving skills.	EIA
20	Demonstrable ability to resolve conflict and build positive working relationships.	EIA

Personal attributes		
21	Autonomous, understands business objectives and can deliver at high standard with minimal supervision.	EIA
22	Proactive, can independently research, weigh options, and make evidence-based recommendations	EIA
23	Focused, can prioritise and deliver in a timely manner.	EIA
24	Good communicator, can write clearly and present with confidence.	EI
25	Committed to the principles behind equal opportunities and the valuing of diversity.	EI
26	Committed to the principles of tenant empowerment.	EI
27	Prepared to occasionally work evenings and weekends as and when required (eg: for committee meetings).	EI

### How to apply

Please email your CV and cover letter to [olivia.vicol@gmail.com](mailto:olivia.vicol@gmail.com) by 23:59 on 28 April 2024. The hiring committee will review applications and invite shortlisted candidates to interview in May.