

MEMO - Estate Director / Manager

Job Description

(NB This is an indicative job description and will vary over time and will be adapted according to the experience of the successful candidate.)

Organisation: Millbank Estate Management Organisation LTD - MEMO

Title: Estate Director / Manager

Reports to: Chairman of the Board

Based at: MEMO, Reynolds House Court Yard, Erasmus Street, London SW1P 4HP

Job purpose:

- Ensure the day-to-day operation of MEMO, that all deliverables of the MMA are fulfilled within required standards, within delegated budget and in a timely fashion.
- Ensure that deliverables to MEMO as per MMA are fulfilled and any issues or problems are addressed in coordination with the Board.
- Implement the board's business plan and help improve it.
- Ensure functional management and accounting systems, including inventory and housing stock.
- Manage staff and support the Board in its activities as required.
- Build good relationship with residents and other stakeholders. Help the board to further residents' involvement and community spirit.

Key responsibilities and accountabilities:

Manage operations and lead approx. 9-11 estate staff to include: Training and development, succession planning, appraisal and motivation.

Develop standard operating procedures for grounds, gardens and estate buildings

Prepare and agree budgets, control costs and monitor working practices

Take care of proper contract tendering

Manage estate Health and Safety Policy

Maintain own training and personal development plan as per appraisals

Develop and manage an estate environmental management plan

Develop and deliver a quality maintenance and repairs programme

Manage the cleaning and repairs team to ensure high quality upkeep and maintenance of grounds and buildings.

Excellence in resident services

Develop quality operating procedures for repair services, keeping of grounds, gardens and estate buildings that comply with ISA and housing Kitemark standards.

Oversee preparation and agree budgets, control costs and monitor working practices

Attend meetings with CWH and ensure timely reporting.

In coordination with the board, ensure regular communication with residents and stakeholders (website, newsletters, events)

Maintain and oversee a cyclical major works program (with expert support as necessary)

Liaise regularly with the MEMO Chair on key issues

Support the Board's activities as required.

Prepare and attend monthly board meetings and ensure related documentation such as finance and management report, agenda related documentation are comprehensive and distributed to all board members one week in advance.

Maintain good working relationship with key stakeholders such as CWH, Neighbourhood services and other bodies as delegated by the board