



JOB TITLE: ESTATE AMENITIES SUPERVISOR

LOCATION: Newhall, Harlow, Essex, CM17

CLIENT: Newhall Projects Ltd/Newhall Residents Association Ltd

PURPOSE AND AIM OF POST:

It is the perfect role for an individual who takes pride in their job, is an excellent communicator, with brilliant organisational skills, able to work on their own and is ready to grow the role alongside their own career development. Working closely with SHW representatives, the position will require the ability to assume responsibility for day to day management of the Estate areas at Newhall. This will include the open land/green spaces/front garden to homes, playgrounds, reed beds and general water management systems, community centre (once open) and all other estate amenities and facilities, both existing and those which will be developed in the future, available to the residents of Newhall.

The role will be a hands-on one for this growing estate. You will be the main site point of contact for residents, contractors, commercial tenants, etc. You will also be required to supervise, monitor and train any future staff.

The proposed working hours will be Monday to Friday, 8.00am to 4.30pm with one hour unpaid for lunch (37.5 hours) but the role may commence with shorter/part-time hours, growing into a full-time position

CORE COMPETENCIES & KEYSKILLS

The successful individual needs to have excellent communication skills, both verbal and written. You will need to be able to set up systems for the smooth and effective running of the estate, management of regular contracts, and other administration duties as and when required. The ideal candidate will have proven experience in a managerial capacity, preferably in Estate Management. You will need to be open and diplomatic in your approach to tasks, confident working with a range of entities and personnel and be able to apply a holistic approach to the role. You will need to be able to manage multiple tasks with a keen eye for detail. You will also need to be prepared to partake in any training courses at the direction of the Client and Managing Agent. It is preferable that you live within a reasonable commute to allow you to be on site quickly in the event of an emergency to which you may be required to attend.

MAIN DUTIES AND RESPONSIBILITIES

You will be reporting into the Managing Agent (SHW) who in turn reports directly to the Client. You will liaise closely with third party agencies and residents. While you need to have the experience and management skills to put systems in place, and organise these, SHW will provide all necessary support, it is essential for you to be hands on in the day to day running of the Estate.

The following list of duties and requirements is not exhaustive as inevitably others will become necessary as the development grows.

1. To deliver a first-class estate management service to the residents.
2. Whilst on duty you should be of a tidy appearance, wearing any set uniform or other workwear suitable to the task.
3. To maintain an effective relationship with the Managing Agent, Client and other key parties
4. To remain courteous and helpful to all occupiers, as well as members of the public, staff and contractors.
5. Responsible for the general security of the Estate and responding appropriately to any incidents or issues reported, contacting local authority/police, as required
6. Reporting any faults/required repairs or shortcomings on service delivery to SHW, as appropriate.
7. Setting up a signing in system for all contractors working on behalf of the Client
8. Working closely with SHW, the Client and other parties to maximise the benefit and enjoyment of the amenities available at the development.
9. Working closely with developers and its Sales staff on Estate related matters.
10. Being available to attend meetings with Clients and/or its respective Board members as required/directed.
11. Being the initial point of contact for new residents, being available for Welcome meetings if required.
12. To complete weekly reports on works completed, matters arising, etc and submit to the Managing Agents before close of business each Friday.
13. To oversee the operation of all service contracts relating to the estate, to liaise with the Managing Agents with regards to their effectiveness and make recommendations on improvements for consideration.
14. To walk the whole of the estate at least once a day, more frequently if required, to ensure that all contractors are carrying out their duties satisfactorily to include maintenance of landscaped areas, front gardens, litter picking, emptying of bins, etc.

15. To undertake weekly checks of the playground equipment, surfacing, fencing and reporting any issues to the Managing Agent. Any unsafe equipment to be cordoned off with hazard tape and taken out of use.
16. To report any issues with adopted areas eg roadways, pavements, street lighting to the relevant department at the local authority.
17. To ensure that you and all contractors are adhering to the required Health and Safety requirements and to report any issues to the Managing Agent.
18. To immediately report any Health and Safety issues, including but not limited to RIDDOR, to the Managing Agent
19. Respond to out of hours calls (emergencies only) as required.
20. Consider and put forward to the Managing Agent proposals for continuous improvement in the service delivered to residents
21. To develop a full working knowledge of the whole complex.
22. To be available for residents, property owners' enquiries either by telephone, email, via the website or in person and respond to each in a timely fashion.
23. Any other duties which, from time to time, are deemed necessary/required for the smooth running of the Estate for the benefit of all Newhall residents/businesses.