



Eltham United Charities

Resident Estate Manager

ABO201
March 2024

Managing Director
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Welcome letter from The Board of Trustees

Dear Candidate,

We are delighted that you have expressed an interest in applying to be a Resident Estate Manager for the almshouses provided by Eltham United Charities. We hope this candidate brief gives you all the information you might need regarding the requirements of this role.

On a site just a few yards from the hustle and bustle of the High Street, lies Fifteenpenny Fields Almshouses run by Eltham United Charities, which dates from 1509 and provides free accommodation, heating and maintenance to retired persons on restricted means and capable of looking after themselves who reside in the parishes of Eltham and Mottingham. There are twenty one flats, nineteen are available for residents of which seventeen are currently occupied and two are empty (one of which needs a full refurbishment) and there is a guest room. There are also communal facilities including a library, a function room, and a laundry. All residents, individuals, and couples, live independently and securely in a supported environment and are among people of the same age who require the same things out of life.

We have an exciting opportunity for a new Resident Estate Manager to join the Charity and help facilitate the smooth running of our almshouses at Fifteenpenny Fields in Eltham. You will be key to providing support and assistance to residents, ensuring their safety, well-being, and comfort, and promoting independence. The role requires excellent interpersonal skills with the ability to communicate with people from all walks of life. The Resident Estate Manager needs to be on site and as such, there is tied accommodation to this role.

If this is a role that interests you, we would very much like to receive your application. You can find all the details on how to apply further along in this brief.

If you have any further questions about the role once you have read this candidate brief please contact us on 0207 850 4781 or email: applications@thewlisgraham.com for a confidential conversation with Sarah Thewlis.

Kind regards,

The Board of Trustees

About Eltham United Charities and Almshouses



Eltham United Charities is a registered charity and is constituted under a Trust deed. Its priority being the housing and welfare of individuals who on retirement find it financially and socially difficult to live on their reduced income.

Almshouses are a charitable form of self-sufficient, low cost community housing that is held in trust for local people in housing need and they are managed and run by almshouse charities made up of local volunteers. There are over 30,000 almshouse dwellings throughout the UK providing affordable homes for over 36,000 residents. Almshouses provide affordable housing in high cost areas, such as central London and some town centres, where they are located close to amenities. This allows for residents with a low income to continue living in their local area, whom possibly would not be able to otherwise continue living close to their family or close social contacts.

Almshouses offer a wide range of benefits to their residents including maintaining independence, health and mental cognition and reducing loneliness. For some older people, almshouses may be a genuine alternative to living in a residential care home. These homes continue to provide a strong sense of community, offering safety and security and making it possible for those in housing need to continue to live independently, in their local area.

In 2021, a [report](#) commissioned by The Almshouse Association and carried out by Housing Learning and Improvement Network (LIN) has shown that the almshouse movement generates financial benefits to the social care and health economy of around £1340 per almshouse resident, per annum which equates to £43.2m every year. In addition, the report highlighted additional benefits of:

- freeing up approx. 4,000 homes
- around £56m per annum of value in employed staff and voluntary work
- lower likelihood of residential care admission
- lower likelihood of loneliness
- reduction in the number of GP and A&E visits.

You can find more information about almshouses [here](#).

The almshouse at Fifteenpenny Fields in Eltham has twenty one flats, nineteen are available for residents of which seventeen are currently occupied and two are empty (one of which needs a full refurbishment) and there is a guest room. In 2022, four units were refurbished, nineteen boilers were replaced and the Charity maintains its policy of continuous repair.

Grouped around an open stretch of grass, the small homes provide accommodation for individuals and couples which offers them an independent life in a supported environment. The cloistered atmosphere is a haven from busy Eltham High Street, a short walk away. There are also communal facilities including a library, a function room and a laundry. A guest room has also been created to provide a place for friends and family to stay.



There remains a strong community spirit and both the Trustees and Resident Estate Manager support ensures the residents retain their dignity, freedom and independence by allowing them to live their lives as they see fit within a safe and secure environment.

Purpose

The principal object of the charity is to provide free accommodation for retired persons on restricted income who reside in the parish of Eltham and Mottingham.

Organisational structure

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed dated 9th July 1907 and subsequent amendments. Currently our Charity has 9 Trustees, the Clerk and the Resident Estate Manager.

Future plans

Almshouse charities have to invest heavily in the modernisation and updating of almshouse dwellings to provide 21st century living. Standards of accommodation are continually rising, with technology playing an increasing part in making life easier. Disabled access, internet connection, electronic doors and sophisticated alarms all contribute towards enabling residents to remain independent in their homes for as long as possible.

The Trustees aim is for the charity to continue the maintenance of the almshouse and to maximise occupancy of the units as well as review the property portfolio and refurbish where necessary.



Job Description and Person Specification of the Resident Estate Manager

Job Title	Resident Estate Manager
Reports to	The Clerk
Employer	Eltham United Charities
Location	Eltham
Working Hours	25 hours per week Fixed 9 – 12 Monday and Friday 10 hours flexibly discharged
Contract	Permanent

The Estates Manager will occupy a 3-bedroomed flat as that is essential to the proper performance of the duties of employment required to carry out the role.

Eltham United Charities

The principal object of the charity is to provide free accommodation for retired persons on restricted income who reside in the parish of Eltham and Mottingham. There are 21 residential properties. The residents are all independent and no nursing support or personal care is required.

Role Purpose

- To help residents to maintain their well-being and independence.
- To ensure the effective delivery of high quality, safe and value for money housing support services that meet their identified needs.
- To ensure the Fifteenpenny Fields properties, and the surrounding environment is safe and secure; conducive for effective resident engagement and independent living and encourage cohesive neighbour and community relations.
- To ensure health and safety and property maintenance standards are met.

Duties and Responsibilities

- Manage building maintenance-related services including, repairs, servicing, utilities, alarms and respond to emergency maintenance tasks i.e. gas, water, electrical faults.
- Manage Health and Safety issues and fire safety procedures including keeping up to date with changes to policies and guidelines i.e. Building Regulations 2010, Approved Documents, Fire Safety Order 2005, IET Wiring Regulations BS7671.
- Respond to emergency calls i.e. falls, trips or various medical incidents, via telecare system.
- Keep reports and records up to date include residents' records, PAT testing.
- Develop and maintain positive relationships with residents and their families, the Clerk, the Trustees, contractors, cleaners.
- Organise communal activities and social events in accordance with the resident's wishes and needs of the Charity.
- Arrange viewings and induction of new residents and manage guestroom bookings.
- Ensure the gardens are well maintained, windows kept clean, cleaners are supervised and required stock levels are maintained.
- Deal with resident complaints and enquiries and respond to family members queries.
- Attend Trustee meetings and provide regular updates and/or reports to the Trustees.

Person Specification

- You will have a caring and compassionate nature as well as being discreet and diplomatic.
- You will have a can-do attitude and be able to work unsupervised using your own initiative for problem-solving.
- You will be a strong team player and be able to take the lead on some tasks including organising events for residents and a wider audience.
- You will be highly organised and able to work under pressure.
- You will have an understanding of the needs for respecting professional boundaries and maintaining confidentiality.
- You will have or be able to obtain an Enhanced DBS.
- You will be familiar with property maintenance matters.
- You will have good English, numeracy, and communication skills.
- You will be IT literate and able to work to a good standard on Microsoft applications with an aptitude to learn other applications.
- You will have experience and commitment to health and safety systems.
- Ideally, you will have previous experience working with elderly and/or vulnerable people and managing a small scheme or estate.

Qualifications and Training

No specific qualifications are required for this post. However, it is essential that the successful applicant will have achieved a good standard of education.

The successful applicant may be required to undergo training to acquire and develop necessary skills.

Regular updates to safeguarding and first aid training is essential.

Eltham United Charities is committed to treating our staff and our whole community with dignity and respect. We work to ensure that staff fulfil their potential within a proactive caring environment.



Salary and Benefits

Salary

The salary offered is £16,500 per annum subject to review.

Holiday

25 days paid holiday per annum.

Accommodation

The Resident Estate Manager is provided with rent-free accommodation at Fifteenpenny Fields, 8 Blunt Road, Eltham, London SE9 1HT.

DBS checks

Appointments to the post are subject to a criminal record check (DBS check) which will be renewed at least every five years. This post is also subject to a six-month probation period.

If you have read all this information and still have a query, for a confidential conversation with Sarah Thewlis, Managing Director of Thewlis Graham Associates, please contact us on 0207 850 4781 or email applications@thewlisgraham.com.

Timeline, Application process and How to apply

Timeline

Date	Activity
21 March at 4pm	Applications close.
WC 25 March	Thewlis Graham consultant interviewing of interested candidates.
Easter	29 March – 1 April.
WC 22 April	Eltham United Charities Interview.

Application Process

Thewlis Graham Associates will acknowledge all applications. These will be assessed against the criteria in the Job Description and Person Specification section and the people who best meet these will be invited for interview with Thewlis Graham online.

Those candidates not invited to interview will be advised by email.

Longlisted candidates will be advised by email. After a consultation between Eltham United Charities and Thewlis Graham Associates a Shortlist will be drawn up and Shortlisted candidates invited for interview with the client.

How to Apply

To apply for this position, please complete the three steps below, emailing your documentation to applications@thewlisgraham.com quoting reference ABO201.

1. Your CV in Word format only.
2. Your covering letter in Word format only, to cover the following points:
 - Your reasons as to why you would consider yourself suitable for this role, and why you are interested in the role.
 - Your current remunerations details and notice period and the name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission).
 - Please keep the letter to a maximum of three pages in total.
3. Please complete the Diversity Monitoring form, please see link below.

Please ensure that you include your mobile phone number and email address in your application. Do not hesitate to contact Claire Butcher on 020 7850 4781 or email clb@thewlisgraham.com if you have any queries. **If you would prefer to receive this candidate brief in a more accessible format, please contact us.**

Diversity and Inclusion Monitoring

Diversity and inclusion monitoring is independent of the recruitment process but please do send a completed form with your application. Thewlis Graham Associates is committed to monitoring and analysing diversity information so that we can ensure that our processes are fair, transparent, promote equality of opportunity for all, and do not have an adverse impact on any particular group.

The link to this form is here: [click here](#). If you have any problems with this, please contact Lizzy via email: ln@thewlisgraham.com.

Any information provided on this form will be treated as strictly confidential and will be used for statistical purposes only. It will not be seen by anybody directly involved in the selection process. No information will be published or used in any way which allows any individual to be identified.

Thank you.

Contact Us

Thewlis Graham Associates

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