

Resident Estate Manager



Location: Eltham, London, UK.

Contract: Permanent - Part time - 25 hours per week.

Salary: £16,500 subject to review.

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.

The Role:

- 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.

The Requirements:

- 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.
- 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.
- Organise communal activities and social events in accordance with the resident's wishes and needs of the Charity.
- Attend Trustee meetings and provide regular updates and/or reports to the Trustees.

The successful candidate will:

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

Full details of the role and responsibilities required can be found in the link below. Please apply by visiting www.thewlisgraham.com/assignment-briefings and following the instructions in the candidate brief quoting reference AB0201. The closing date is 21 March at 4pm. Should you still require a confidential conversation with Sarah Thewlis or for any other information please email applications@thewlisgraham.com.