**Gambier House TMO**

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| **Organisation** | Gambier House Estate (GHTMO) |
| **Job Title** | Administration and Finance Manager |
| **Grade/Salary** | £ 43,000-45,000 per year |
| **Reports to** | Gambier House Management Board |
| **Hours** | 9AM -5PM (plus some evenings ) Monday to Friday - 37 ½ per week |

**JOB SUMMARY**

We have an exciting opportunity for an ‘Estate Manager’ with a proactive approach and a strong commitment to customer care. You will have the opportunity to make a genuine difference in the lives of the residents and to help shape a thriving estate. GHTMO has 115 properties and is located in Borough of Islington.

The Estate Manager will operate as the head of operations and the strategic lead for GHTMO. The manager will be responsible for supporting the management board by ensuring the TMO’s framework, operations and decision-making processes are in line with statutory provisions, their management agreement and good practice guides in the housing industry.

The role involves:

* Enabling the provision of housing services delivery for residents living on the Gambier House estate in accordance with the policy and procedures in the management agreement.
* Working in partnership with the board to deliver continuous improvement and value for money across all TMO managed and contracted services.
* Supporting the board in the management and review of all contracts and service level agreements relating to the above services.
* Effectively supporting and advising the TMO board in negotiations with the Council relating to the management agreement.
* Run the day-to day tenants repair reporting system
* Provide an effective, efficient and resident friendly tenancy management services, including responding to feedback and complaints
* Undertake regular estate inspections
* Manage and motivate employees within the team, ensuring they are trained in the performance of their duties.
* Oversee the day-to-day management of the TMO finances managing the part time bookkeeper and working with the Treasurer and Board to exercise strong financial control.
* To assist in the day-to-day running of the Betty Brunker Community Hall
* Undertake analysis and produce clear and specific reports for the Board
* Ensure effective procurement of professional services as and when required or directed by the Board
* Work within the guidelines of Fire Safety, Health and Safety policies and procedures

**It is a requirement that the post holder will be required to undertake a DBS check**

**PERSON SPECIFICATION**

E = Essential D = Desirable

I = Assessed at Interview

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| **Experience** | | |
| 1 | Experience of working for a Tenant Management Organisations, or other housing  Organisations. | E,D, |
| 2 | At least 3 years’ experience of managing social housing services such as repairs, tenancy and leasehold management, supporting ASB cases, income management, resident involvement and customer services. | E,D |
| 3 | To hold Chartered Institute of Housing level 4 qualification, a Housing degree or similar professional qualification, or to demonstrate relevant experience to attain the breadth of knowledge or a willingness to obtain such qualifications. | E,D |
| 4 | Experience of devising budgets and preparing annual accounts for audit. | E,D |
| 5 | Experience of managing and monitoring budgets. | E,D |
| 6 | Experience of using Microsoft Software. | E,D |
| 7 | Experience of managing staff and contractors. | E,D |
| 8 | Demonstrable experience of working with other agencies/stakeholders to achieve shared objectives. | E,D |
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| **Aptitudes/ Knowledge** | | |
| 9 | Ability to implement service level agreements and service contracts. | E,D |
| 10 | Knowledge of relevant housing legislation and the current issues relating to social housing providers, including TMOs. | E**,**D |
| 11 | Ability to lead, manages, support and motivate staff to achieve continuously improving housing services. | E,D |
| 12 | Able to produce, clear concise written material of a wide range of audiences, | E,D |
| 13 | Ability to work on own initiative and managing a demanding workload with competing priorities. | E,D |
| 14 | Highly developed problem solving skills. | E,D |
| 15 | Demonstrable ability to resolve conflict and build positive working relationships. | E,D |