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| JOB TITLE: | Estate Improvements Team Leader |
| DEPARTMENT: | Housing Landlord Services |
| POST NUMBER: | 278 |
| GRADE: | Scale 5 |
| LOCATION: | City Offices in Winchester and any other office of the City Council as required. |
| ACCOUNTABLE TO: | Estates Compliance Officer |

Post Objective

- Manage an estate improvement budget, including planning, delivering and monitoring projects across council-owned estates, ensuring works are completed to time, budget and quality standards and contribute to safer, cleaner and more attractive neighbourhoods.
- Work closely with residents, contractors, internal services and partner organisations to improve estate environments and resident satisfaction.
- Support Landlord Services in delivering on Consumer Standards, as directed by the Neighbourhoods Manager.
- Lead a team of Neighbourhood Services Officers (NSOs) responsible for the effective day-to-day management of council-owned general needs blocks of flats and sheltered schemes and the wider housing estates, ensuring internal and external communal areas of blocks of flats are well-maintained, safe and compliant. The role includes overseeing non-technical health and safety inspections, managing estate-based issues and supporting tenancy sustainment and community wellbeing.
- To occasionally deputise for the Estates Compliance Officer

Key responsibilities:

1. Team Leadership & Supervision

- Manage and support a team of NSOs, acting as first point of contact for them regarding queries.

- Manage the NSO work schedule, including supervising the day-to-day operational activity of NSOs.
- Monitor performance of the NSOs, undertake six weekly 'one to one' reviews and ensure team objectives align with Corporate and Landlord Services' priorities.
- Manage staff absence by allocating appropriate resources, including providing operational cover, as required.

2. Estate Management & Inspections

- Be responsible for delivery of the scheduled health and safety inspections and oversee NSO performance to ensure communal areas and external spaces are clean, safe and well-maintained.
- Ensure sufficient resources available to deliver the service and to step in to provide cover when operational shortfalls exist.

3. Tenancy and Housing Management Support

- Support NSOs in managing tenancy breaches in line with council policies and in conjunction with colleagues in the Tenancy and Tenancy Sustainment teams.
- Encourage officers to promote tenant responsibility and engagement in estate upkeep and community cohesion.

4. Health & Safety and Compliance

- Ensure all health and safety inspections are documented and actions followed up on, escalating risks appropriately.
- Undertake quarterly audit inspections to monitor communal area standards, to ensure standards are in accordance with health and safety regulations and housing legislation.
- Support NSOS in liaising with colleagues in Building Safety Team regarding fire concerns and support team in achieving compliance.

5. Estate Improvements

- Manage the approval process for the estate improvement projects
- Manage delivery of estate improvement projects, within time and budget.
- Work collaboratively with housing management colleagues and to consult with residents, councillors and stakeholders to identify estate improvement priorities.
- Give due regard to the council's strategic priorities, relating to environmental targets, sense of community and empowering residents.
- Define the scope of works, specifications and cost estimates, in conjunction with Property Services' colleagues.

- Oversee contractor performance on site to ensure compliance with specifications, health and safety and quality standards.
- Maintain accurate records, project folders and financial records
- Attend residents' meetings and community events as required relating to estate improvements.
- Provide updates on the programme and spend as required by managers.

7. Performance & Service Improvement

- Monitor service KPIs, including completion of health and safety inspections, resolution of issues and tenant satisfaction.
- Provide regular reports and updates to senior managers on estate conditions, recurring issues and recommendations for improvement.
- Support the Neighbourhoods Manager with review, development and update of estate management procedures.

In addition the post holder will be required to comply with:

- The Council's Safeguarding Policy.
- The Council's Equal Opportunities Policy.
- The Code of Conduct and other relevant policy, procedures and legislation.
- Comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation.

No job description can be entirely comprehensive and the post holder will be expected to carry such duties as may be required that are broadly consistent with the job description and the status of the post within the organisation.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work, as required under the Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed:

Date:



PERSON SPECIFICATION

JOB TITLE: Estate Improvements
Team Leader

POST NUMBER: 278

DEPARTMENT: Landlord Services

DATE: March 2026

| Requirements | | Weighting | Assessment Method |
|------------------------------|--|-----------|-------------------|
| Skills & personal attributes | Strong leadership and team management skills. | 3 | A/I |
| | Ability to build and maintain effective working relationships across teams. | 3 | A/I |
| | Customer-focused and committed to improving customer experience and satisfaction. | 3 | A/I |
| | Organised, proactive and able to work on own initiative. | 3 | A/I |
| | Ability to plan and prioritise workloads for self and others. | 3 | A/I |
| | Ability to manage multiple projects. | 3 | A/I |
| | Effective verbal and written communication, applied in different settings/audiences. | 3 | A |
| | Good problem-solving and conflict resolution skills. | 3 | A/I |
| | Ability to record accurate inspection data and follow up actions. | 3 | A |
| | Ability to influence service change and contribute to policy development. | 2 | A/I |
| Personal attributes | Resilient and able to handle challenging situations calmly. | 3 | A/I |
| | Flexible, organised, and reliable. | 3 | A |

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| | Committed to equality, diversity, and inclusion. | 3 | A/I |
| | Demonstrates innovation in estate or community management. | 2 | A/I |
| Experience | Experience of managing or ability to build and maintain effective working relationships across teams. | 3 | A/I |
| | Supervising staff within a housing, neighbourhood or estate management environment. | 3 | A/I |
| | Experience of conflict management. | 3 | A/I |
| | Experience of delivering or supporting estate improvement projects. | 3 | A/I |
| | Experience working in a local authority or social housing context. | 2 | A |
| | Experience of engaging with residents in a community or housing context. | 2 | A |
| | Experience of managing budgets. | 2 | A/I |
| Knowledge | Understanding of housing law, tenancy management and estate management practices. | 2 | A/I |
| | Awareness of health and safety issues in housing and communal environments. | 2 | A/I |
| | Knowledge of safeguarding responsibilities and procedures. | 2 | A/I |
| | Awareness of relevant housing regulatory standards (e.g. Social Housing Regulation Act 2023). | 2 | A/I |
| IT & systems | Proficient in using Microsoft Office applications (Word, Excel, Outlook). | 3 | A |
| | Able to use housing management systems and mobile inspection tools (or willingness to learn). | 3 | A |
| Qualifications | GCSEs (A–C; grade 9–4) or equivalent in English and Maths. | 3 | Q |
| | A level standard or equivalent. | 2 | Q |
| | Evidence of continued professional development. | 3 | Q |

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| | Relevant housing or estate management qualification (eg. CIH Level 3 or above). | 2 | Q |
| | Supervisory or management training. | 2 | A/I |
| Other requirements | Full UK driving licence. | 3 | A/Q |
| | Must be able to drive an electric fleet vehicle. | 3 | A |
| | Must be capable of meeting the physical and travel demands, as will be working across the whole of the Winchester district. | 3 | A |
| | Willingness and ability to work occasional evenings and weekends to support resident events. | 3 | A |
| | Knowledge of the local area and community networks. | 2 | A |

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| <i>Weighting</i> | 3 – Essential for the successful performance of the job 2 – Desirable but can be achieved through on the job training or experience 1 – Useful but not essential for successful performance of the job |
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| <i>Assessment</i> | | | | | |
| <i>Application Form</i> | <i>A</i> | <i>Interview</i> | <i>I</i> | <i>Tests</i> | <i>T</i> |
| <i>References</i> | <i>R</i> | <i>Presentation</i> | <i>P</i> | <i>Evidence of Qualifications</i> | <i>Q</i> |