

Working for Hanover

Retirement Housing & Extra Care

All you need to know about being an Estate Manager



Our values underpin the way we work at Hanover. They say a lot about us as an organisation and give an insight into how we deliver our services.

Our values provide a sense of direction and represent our character, culture and ethos – they are behaviours that we expect our staff to adopt and display on a daily basis:

Honest...demonstrating openness and transparency when dealing with others and giving timely feedback

Connected...reducing barriers and helping others

Positive...about what we do and taking every opportunity to recognise and celebrate success

Courageous...pioneering services, always seeking to improve and take responsibility for our actions

Respectful...listening (to both our residents and our colleagues) and putting excellent customer service at the heart of everything we do

Q What is Retirement Housing?

A Retirement Housing is a form of housing for older people which involves organising on-site services including maintenance and repairs. Hanover offers a range of tenures to residents who choose to rent or own their home.

Q Will I have to provide personal care to the residents?

A Hanover is not a care provider. Where residents require personal care or any other service that we do not provide, Estate Managers help them to access additional care and support by signposting or making use of other on site services.

Q What is Extra Care?

A Hanover pioneered the development of Extra Care and still remains the largest provider of this type of housing in the UK.

Extra Care is a form of housing which integrates support, care and catering for older people in one location.

Q What sort of Estate Manager training will I receive?

A During your first few weeks, you will attend various induction activities at different locations to introduce you to all aspects of your role. You will be required to travel from your usual location which may involve some overnight stays.

We'll also introduce your key training programme which includes modules to provide you with an understanding of the Estate Manager role and working with older people. After attending each module, you'll complete a mandatory assessed online workbook. The successful completion of the programme leads to a fully funded Chartered Institute of Housing Level 3 Certificate in Housing.

You will also receive training on a variety of relevant subjects including First Aid and systems training. There are also a range of optional seminars such as Understanding Sensory Impairment, Bereavement Awareness and Managing Challenging Behaviour.

"An Estate Manager's role is extremely busy and varied. However, it is also very rewarding. Hanover is a great organisation to work for and the training is excellent." Estate Manager, Slough.

Q Do I need housing experience to be an Estate Manager?

A You do not need to have housing experience, as we provide a full training programme for you. More important are your life skills, friendly, patient and calm manner and ability to work with a wide range of people. You'll also need sound administration and PC skills.

"Every day is different; you never know what is going to come up. It can make it a bit difficult to plan but to me makes it much more interesting." – Estate Manager, Swindon

Q Would I need to work evenings and weekends?

A Estate Managers usually work Monday to Friday, up to 35 hours per week depending on the size of the estate and the services provided.

Estate Managers who live on site may be required to attend an emergency at any time. Some staff working within Extra Care are required to work on a rota basis which can involve weekends (this would have been highlighted within the advertisement for the role if required).

Estate Managers in Extra Care may also be required to participate in an out of hours emergency contact procedure (this would only be in the case of extreme emergencies on a local scheme such as fire, flood and is not compulsory).

Actual hours of work will be agreed on appointment and Hanover's main out of hours service for residents is operated by 'Hanover On Call' our in-house emergency alarm call and telecare monitoring service which is staffed 24 hours a day, 365 days a year.

Q Do I work alone – and if so, what support do I get?

A It is recognised that the majority of Estate Managers are lone workers, but you are not on your own. After your line manager has welcomed you, you will receive an in-depth induction and you will also receive ongoing support from other staff.

Q What benefits will I receive?

A A competitive salary which is reviewed annually, along with a salary enhancement after completing all elements of the Estate Manager training programme. 25 days holiday plus an additional day and a half Company nominated days, and the option to have up to 10 days unpaid annual leave per full leave year. Contributory pension scheme with double employer contributions and non-contributory life assurance up to 4 times your salary. Family friendly policies, including enhanced maternity and paternity pay, childcare vouchers and external support through a confidential helpline.