

ANCHOR HANOVER GROUP JOB DESCRIPTION

JOB TITLE:	ESTATE MANAGER - RETIREMENT HOUSING
REPORTS TO:	Area Managers
RESPONSIBLE FOR:	Cleaners and Gardeners
DIRECTORATE:	Housing and Support
LOCATION:	Site based
JOB SUMMARY:	To provide a local service to residents.

Anchor Hanover Core Values:

Accountable* *Respectful* *Courageous* *Honest

We encourage all of our staff to play their part in demonstrating our core values in their day to day work with colleagues and customers

INTRODUCTION

Three different service levels are provided in Anchor Hanover's Retirement Housing properties. The services are described as:

Anchor Hanover Housing
Anchor Hanover Retirement Housing, and,
Anchor Hanover Retirement Living.

Estate Manager responsibilities will differ depending on the service classification for the properties managed. However, please note that these classifications are subject to periodic review at site level and may change. Estate Managers may from time to time be expected to provide a service at a location other than their own (for example, in the case of the annual leave or sickness absence of a colleague). All Estate Managers receive training in all aspects of the role.

Our aspiration is that most currently rented sites will in future house home owners as well as tenants. This already applies in some locations.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Providing advice (all service classifications)

- Provide information and advice to help residents make informed choices about the options open to them.

Providing a well managed home and grounds (all service classifications)

- Make sure that repairs are carried out quickly and effectively.
- Make sure that shared spaces such as corridors and guest rooms are welcoming and well cared for.
- Make sure that shared gardens are well maintained, encouraging the involvement of residents where they choose to be involved
- Provide advice on rent and service charge payments and help with claims for benefit entitlement

- Advise on and facilitate property adaptations where there is an individual need
- Market the development to people who might be interested in rented or owning a property there in the future. Make sure that new residents are welcome and understand how all the services operate.
- Encourage residents' involvement and engagement in Anchor Hanover, at the level they choose.
- Assist in the setting of the annual service charge budget. Monitor and control service charge expenditure.
- Understand the use of site systems and equipment, carry out appropriate checks and tests and monitor the activities of maintenance contractors
- Maintain Health and Safety requirements in accordance with Health and Safety policies and the site-specific risk assessment. Carry out fire alarm, emergency lighting, alarm system checks and other checks to the required timescales.
- Carry out regular site inspections, involving residents in the process
- Make sure that residents are aware of their rights and responsibilities in the tenancy agreement or lease

Providing support (Retirement Housing and Retirement Living)

- Meet regularly with individual residents to identify and agree what support they need.
- Make contact with residents at a frequency they decide, either personally or through the emergency call system.
- Provide, arrange or facilitate support to residents in the event of their short term illness
- Resident Estate Managers, if on site and able to respond, are expected to respond to an emergency situation occurring during off duty hours.
- Act as facilitator to ensure that residents receive the care and support services and advice that they require from statutory and other bodies.
- Arrange access to other services
- Ensure that a high quality of service is provided at all times

Providing leisure and social activities

- Manage meeting places such as a lounge or other facility (Retirement Housing if applicable and Retirement Living)
- Ensure the provision of a range of leisure and social activities (Retirement Living)

Providing a range of optional services (Retirement Living)

- Ensure that a range of optional services are provided, after consultation with residents and the involvement of the Retirement Housing Manager. Services might include domestic cleaning, a handyperson service, meal deliveries, help with shopping etc.

General Duties:

- Be aware of the content and comply with Anchor Hanover's policies and procedures applicable to the post.

- A driving licence will be an essential requirement for some positions.
- Undertake any other duties in line with the general level of responsibility of the post.

General Data Protection Regulation (GDPR)

- You must read your team's data protection protocol before handling any personal information at Hanover. Data Protection Training must be completed within 1 month of you joining the organisation.
- All personal and sensitive data must be kept up to date and accurate
- All data must be kept secure and all associated procedures and guidelines adhered to
- Personal and sensitive data should only be accessed when required to undertake work related tasks
- Data should not be shared informally or disclosed to unauthorised people or groups either within the organisation or externally
- Personal data should never be transferred outside of the European Economic Area without appropriate approval
- If transferring data this should be password encrypted and in line with the organisation's data protection procedures
- You should store data as defined in the process guidance issued by the [Information Commissioner's Office](#).
- You must use strong passwords and these should never be shared

Any breach of these requirements will be considered gross misconduct and could result in disciplinary action

JOB TITLE: ESTATE MANAGER		
SPECIFICATIONS:	ESSENTIAL	PREFERRED
<u>JOB KNOWLEDGE AND SKILLS</u>		
Communication:		
<ul style="list-style-type: none"> Communicates well and takes positive steps to confirm that requests for information are fully satisfied and that information supplied is accurate, comprehensive and easily understood. 	X	
Decision Making:		
<ul style="list-style-type: none"> Analyses problems, seeking relevant information if necessary, balances issues and priorities and implements or recommends solution or course of action 	X	
Delivery:		
<ul style="list-style-type: none"> Nearly always achieves required results within the time available, adjusting priorities and work schedules as necessary to respond to changing circumstances. Always willing to work within a greater degree of flexibility if requested to do so. 	X	
Organisation and Work Planning:		
<ul style="list-style-type: none"> Shows attention to detail. Thinks ahead in relation to specific tasks and prioritises own work effectively. 	X	
Customer Orientation:		
<ul style="list-style-type: none"> Demonstrates ability to listen to customers, conveying interest and understanding. Takes ownership of customer problems and responds appropriately and promptly. Respects legitimacy of customer expectations at all times. 	X	
Supports Anchor Hanover's Values:		
<ul style="list-style-type: none"> Accountable - We are positive about our work, each taking responsibility for doing a brilliant job and we focus on and celebrate our successes. We are personally accountable for our actions and keep our promises. 	X	
<ul style="list-style-type: none"> Respectful - We care about people and show kindness, putting excellent customer service at the heart of what we do. We listen and encourage a variety of perspectives to be shared. We are inclusive and value everyone for who they are in helping us succeed as an organisation. 	X	
<ul style="list-style-type: none"> Courageous - We demonstrate courage to shape a better future by constantly seeking to move forward; improving and innovating our services to make a difference. We break down barriers and build connections through collaboration. We're pioneers in our services. 	X	
<ul style="list-style-type: none"> Honest - We show integrity and demonstrate openness and transparency in everything we say and do. We are reliable, keep things simple and have honest conversations about what matters. Customers and colleagues trust us to keep to our word. 	X	

<p><u>EDUCATION, QUALIFICATIONS, SPECIALIST TRAINING</u></p> <ul style="list-style-type: none"> • Good standard of general education i.e. a minimum of GCSE Grade C or equivalent in Maths and English. 	X	
<p><u>EXPERIENCE</u></p> <ul style="list-style-type: none"> • Proven experience in a customer service type environment (either previous employment or voluntary work). • Computer skills – able to use word, excel and e-mail. • Previous experience/empathy with groups of vulnerable people. 	X X X	
<p><u>OTHER REQUIREMENTS</u></p> <ul style="list-style-type: none"> • Satisfactory Enhanced DBS (Disclosure and Barring Service). • Full driving licence (& use of own transport).* • Ability to climb stairs (most Retirement Housing estates have stairs and do not have a lift). • Willingness to undertake basic first aid training. • Willingness to train further. <p>*Essential for some posts – dependent on location of estate.</p> <p>The Estate Manager role requires you to attend various training courses in your first 6 – 9 months. These form part of the induction process and your modular training programme, with some requiring an overnight stay depending on their location.</p>	X X X X	X