



## Head of Estate Management (Cambridge)

### Job Description

Reports to: The Directors / Operations Director  
Location: 2 Hills Road, **Cambridge**, CB2 1JP  
Hours required: 9.00 – 6.00 Monday to Friday with some additional hours as needed

### Purpose

**The overall purpose of this job is to support, guide and train all estate managers in Cambridge in order that they are equally equipped to perform their role and to work alongside the regional general managers to ensure that the company is uniformly and consistently managing all estates in an agreed and documented Encore manner.**

### Responsibilities / Tasks

Duties include but are not limited to:

#### **Head of Estate Management (Cambridge)**

- Support, guide, train and lead all Cambridge estate managers in order that they are equally equipped to perform their role
- Attend/chair weekly estate management meetings for all Cambridge estate managers
- Understand and support all Cambridge estate managers with their day-to-day tasks
- Work with all Cambridge estate managers to resolve issues requiring additional discussion, clarification, thought or action
- Assist all Cambridge estate managers with estate reports, budget notes and AGM preparation to ensure accuracy and consistency
- Provide feedback for the annual development appraisals for all Cambridge estate managers
- Mentor, or arrange the mentoring, of any trainee estate managers

#### **Estate Management (Cambridge)**

- Continue to effectively manage a reduced portfolio of residential estates within the parameters of current legislation, the set budget and the obligations of the head lease for each estate when special attention is required for a specific estate or until an estate can be smoothly handed over to another estate manager

## **Debt Recovery**

- Work with the Financial Controller (Gavin Pick) and the Estate Accountant (Ruth Costen) regarding debt recovery by providing relevant feedback on contributing estate management issues or clarification of relevant clauses with the lease

## **Estate Management – Company Procedure**

- Communicate and work regularly with regional general manager(s) to ensure that the company is uniformly and consistently managing all estates in an agreed and documented Encore manner
- Produce and continually evaluate the 'estate management' section of the company procedure manual
- Ensure directly that all Cambridge estate managers are following the company procedures and via the regional general managers that the regional estate managers are following the company procedures
- Report concerns and make suggestions as to necessary changes to the estate management section of the company procedure following feedback or to accommodate changes in legislation, practice or ethos

## **Company Acquisition**

- Represent estate management during the due diligence process of potential companies being acquired
- Integrate and train estate managers and general managers of companies being acquired to ensure that that the company is uniformly managing all estates in an agreed and documented Encore manner

## **Employment & Recruitment**

- Perform a key role in the recruitment, interview and selection of all estate managers

## **Other Skills / Competencies Required:**

- An IRPM or other related property qualification, as well as private sector estate management experience over multiple sites
- Be legally able to work in the UK
- Full 'clean' driving licence
- Work effectively in multi-discipline and lead the team of estate managers
- Be able to follow a procedure from start to finish
- Positive, can-do, attitude
- Excellent communication skills
- Common sense approach
- Good standard of education (essential)