

Job Description

Post Title: TMC Manager

Responsible to: Management Committee

Line Management Responsibility for: tbd, 1-2

Our client (a registered Friendly Society, is a TMO run by an elected body of tenant and leaseholder representatives, referred to as the Management Committee. The TMC has been managing the estate since 1976. The Management Committee has executive decision making responsibility on a day to day basis however, the Co-op General Meeting is the strategic policy making body of the Co-op. The post holder is the senior Housing Officer and reports directly to the Management Committee. The TMC Manager is responsible for the day-to-day operational management of the Estate Office, TMC staff and Estate Services.

Purpose of the job / Job Profile:

- To support the Management Committee in achieving continuous improvement in the housing and estate management services delivered under the Co-op's Management Agreement with the London borough and the Co-operative Constitution and deal with all matters relating to both the Agreement and the Constitution.
- To lead, direct and manage a range of resident-focused services, ensuring the highest standards of service delivery.
- To lead, manage and develop Estate Office staff and sub-contracted staff in accordance with service objectives, the Management Agreement and the Constitution. This may include day-to-day supervision of contractor staff based on the estate.
- To support and advise the Management Committee in business planning, assisting in the development and delivery of long and short-term strategies and objectives.
- To work with partner organisations, especially the London borough, to ensure the estate benefits from appropriate Capital Works programmes and other programmes for the benefit of the community.
- To ensure that the TMC complies with its financial and legal obligations under the terms of the Management Agreement and the Constitution. Ensure the TMC carries out effective financial management, budgetary control and accounting, including effective rent and service charge collection and arrears control.

- To ensure the Management Committee and any sub-Committees are well briefed, provided with regular and accurate financial and service reports and kept up to date with local and national performance and regulatory standards in the TMO and Social Housing Sector.

Main Duties and Responsibilities:

- To provide a safe and well-maintained environment for residents, visitors and staff and ensure the TMC meets Health and Safety requirements.
- To provide strong and motivational leadership and hold direct line management responsibility for estate office and sub-contracted staff including delegating and allocation of work. Ensure staff receive effective supervision and support, annual objective setting, quarterly reviews and appraisals and training where required.
- To be responsible for monitoring and reviewing performance and service standards, under the terms of the Management Agreement.
- To assist the Management Committee in maximising resident engagement.
- To ensure the management and monitoring of estate cleaning and maintenance, involving residents where appropriate.
- To be responsible for the delivery of efficient, effective housing management services, ensuring residents receive an excellent standard of advice, information and support.
- To identify and respond to the needs of vulnerable tenants.
- To provide an effective responsive repairs service including appointment of Approved Contractors and monitoring of Contractors' performance.
- To respond to issues of nuisance and Anti Social Behaviour through effective investigation and case management. Build effective partnerships at a local level, with residents, other agencies and stakeholders to tackle and prevent ASB (e.g. Youth Offending and Drug Action teams, police, relevant London borough departments and other agencies).
- To ensure efficient management and letting of void properties, within agreed performance targets.

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- Work in partnership with the Management Committee, resident and community groups, to contribute to and assist with major improvement, regeneration and community development programmes.
- To be responsible for managing cyclical and planned maintenance programmes, as required under the Management Agreement, within budget and within agreed schedules.
- To lead on HR and employment related matters, ensuring that statutory and contractual obligations (including Disclosure and Barring requirements) are adhered to and that Management Committee is kept fully apprised of its responsibilities as employer.
- To assist the Management Committee in regularly reviewing its training and development needs, implementing training strategies and sourcing training providers as required.
- To work with the Line Manager and Management Committee where appropriate, on personal training and development needs as required.
- To keep up-to-date with TMO legislation, procedures and best practice.
- To ensure the smooth running of the Estate Office: to ensure it remains open during its advertised opening hours; to ensure, in cooperation with the London borough, that computers and relevant software are maintained and up-to-date; to maintain office equipment and essential supplies (telephones, photocopying machines, stationery); to ensure the office and public areas are clean.

Job Activities

- To ensure the effective management of any estate office staff or office assistants, with due respect for objectives and appraisals processes.
- To ensure the effective management and monitoring of the sub-contracted cleaning staff and the service they provide, ensuring the highest possible standards of cleanliness to the common parts of the estate.
- Similarly, to ensure garden and grounds maintenance is carried out to the highest possible standard.
- To ensure the provision of an effective repair service, to include pre and post inspections, engagement of technical specialists as required, maintenance of a

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range of approved contractors, monitoring of quality standards, measuring of resident satisfaction, and monitoring of the Repairs Budget.

- To ensure the delivery of a programme of Estate inspections, working in partnership with residents, management committee members and external service providers. Facilitating resident engagement in the monitoring of estate cleanliness, repairs, recycling and bulk refuse disposal and in identifying areas of concern as well as potential areas for major works and improvements to the estate.
- To have overall responsibility for all aspects of tenancy management, including the creation and determination of tenancies, enforcement of tenancy conditions, tenancy audits and investigating incidents of ASB, domestic violence, child protection and racial harassment cases in a thorough and sensitive manner, as far as required under the Management Agreement and in line with the Co-operative's agreed policy and procedures.
- Leading on complex or particularly sensitive housing management cases and complaints and ensuring that they are dealt with in accordance with policy and timescales. Briefing the Management Committee as appropriate and producing accurate and well-written reports and responses.
- To attend Court on behalf of the TMC, to give evidence of cases related to breach of tenancy and leases, rent arrears, and to execute evictions in conjunction with the court appointed bailiffs.
- To ensure comprehensive, clear and accessible policies and procedures are in place on Anti Social Behaviour, Harassment, Domestic Violence, Child Protection and Racial Harassment, that they are regularly reviewed and that staff are fully trained and conversant in applying these policies and procedures.
- To lead on the annual budget planning process, ensuring adequate resources to meet service demands, for final Management Committee approval.
- To ensure, on behalf of the Management Committee that effective and efficient financial management, budgetary control and accounting systems and practices are in place.
- Monitor and review current working methods, procedures and systems, making recommendations to improve efficiency and service delivery, including maintaining an inventory of gardening equipment and keeping Estate records up to date.
- To be responsible for checking and approving time sheets and leave records of direct Estate Office staff and sub-contracted staff.

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- Assist in the identification, development and implementation of all capital and revenue bids and other additional funding sources, associated with estate improvements and community development initiatives. Project managing such approved schemes as required under the Management Agreement.
- To present regular reports on all aspects of service delivery to the Management Committee, resident groups, LB and other key stakeholders. Attending all Management and Sub Committee meetings and tenant/leaseholder meetings as required.
- To represent the TMC in dealings with London borough and other outside agencies, including travel to and attendance at external meetings.

Additional Duties and Responsibilities:

- To promote and comply with the Co-operative's Equal Opportunities Policy.
- To operate and utilise IT and computer programmes as appropriate.
- To keep abreast of professional developments, legislative changes and best practice, including providing training for staff and Management Committee members.
- To undertake any other TMC Manager duties as may arise.

Person Specification

Experience and Knowledge:

- Experience of working for a resident-led organisation
- Experience of managing staff
- Knowledge of social housing and leasehold legislation and its practical application
- Experience of working effectively with a Management Committee or Board made up of Volunteers
- Experience of contract and/or budget management
- Sound knowledge and experience of housing and income management
- Proven track record of achievement and experience of performance-based management in a resident/customer-focussed environment
- In dept knowledge of tenant/resident management organisations

Skills and Abilities:

- Commitment to resident management, involvement and empowerment
- Ability to motivate and develop employees at all levels and to build a team
- Strong interpersonal skills at all levels with an ability to negotiate effectively at all levels.
- Sense of diplomacy with sound political awareness and sensitivity
- Ability to network and build positive working relationships and partnerships
- Strong verbal and written communication skills and strong report writing skills
- Commitment to fairness, equality and diversity

Flexibility and Commitment:

- Ability and commitment to working as flexibly as the demand of a small office require
- Commitment to attending evening and weekend meetings and events as required
- Willingness to contribute to and be actively involved in tenant involvement and community empowerment activities and events
- Willingness to travel efficiently around London and the UK as required