

HEAD OF ESTATES JOB DESCRIPTION

PURPOSE: To ensure that the Trust's estate is managed so as to preserve and maintain the character and amenities of Hampstead Garden Suburb.
To protect the interests of the Trust as beneficiary of the residual estate, including the restrictive covenants under the Scheme of Management and as landlord for the time being of the Trust's leaseholds.

REPORTS TO: Chief Executive Officer

DIRECT REPORTS: Green Estate Manager, Office Manager

MAIN RESPONSIBILITIES

Estate management generally

- Maintain a detailed overview of all matters needing or likely to require estate management action by the Trust on the Suburb, either on the Trust's own property or under the Scheme of Management.
- Develop, implement and maintain an estate management plan for the Suburb in collaboration with the CEO and the Head of Architecture.
- Act as the Trust's primary point of contact with LB Barnet and the City of London Corporation on all matters under their control affecting the Trust's estate.
- Liaise with statutory undertakers, local authorities and other interested parties as required regarding matters affecting the Trust's estate.
- Liaise with property owners, residents and residents' groups as required.

Property management

- Manage the maintenance and improvement of the Trust's own estate property, unadopted roads and other open spaces.
- Manage the Trust's interests as landlord on all leasehold properties.
- Manage and develop the Trust's own investment property portfolio and the Trust Office premises, including occasional property purchases and all tenancy matters.
- Manage the sales of Trust property assets, including arranging deeds of variation and freehold enfranchisement with the Trust's external advisors.
- Ensure that the Trust's database and records of all property holdings on the Suburb are complete, up to date and accurate.
- Advise the Head of Architecture on all estate aspects of planning applications.

Green estate management

- Work with the Trust's external advisors on tree matters, particularly on Trust property or where there are significant financial liabilities for the Trust.
- Oversee the annual open spaces, hedge, tree and road inspections, ensuring that all necessary actions are implemented.
- Oversee the management of the Trust's allotments.
- Oversee the appointment and management of the Trust's external contractors and estate consultants.

Estate business administration

- Arrange and maintain the Trust's various property and other insurances with the Trust's external brokers.
- Provide any reports required on Estate matters to the Trust Council and Finance Committees as required.
- Service the Estate Committee and ensure that they are appraised of all relevant estate issues.
- Ensure that contributions from owners to works and other costs are properly notified, billed and allocated against expenditure, including representing the Trust at the First Tier Tribunal as required.
- Develop and maintain the Trust's procedures and practice for efficient and economic estate building and maintenance works.
- With the Head of Architecture and CEO, act as the Trust's senior management team and advise the CEO on all technical aspects of estate management.
- With the Head of Architecture, advise the CEO on the preparation of annual budgets and plans.
- Manage the Green Estate Manager and Officer Manager.
- Deputise for the Chief Executive Officer in their absence, and undertake other relevant duties requested by them as required.

PERSON SPECIFICATION

Significant experience of:

- Managing a mixed residential and green estate
- Managing estate capital projects and budgets
- Managing or working in a heritage estate setting (preferred)
- Managing an estates or related team
- Managing external contractors and suppliers
- Working with professional advisors, including legal, property and finance
- Land and property valuation, acquisition and disposal
- Working directly with the general public

Competencies:

- Provides effective and efficient leadership
- Works cooperatively with colleagues
- Organises and manages own and team's workload effectively

- Positive and solution-oriented approach to external enquiries
- Effective and persuasive negotiator
- Logical and methodical thinker
- Good written and spoken English
- Good IT literacy, including Microsoft Office programs and databases

Qualifications:

Essential: Educated to A-level or equivalent standard.

Essential: Registration as Chartered Surveyor (RICS) with current CPD

Preferred: Educated to graduate level

PERFORMANCE MEASURES

1. Currency and accuracy of knowledge of relevant estates legislation, practice and technical issues
2. Successful delivery of programmes, projects and other work against agreed programmes and budgets
3. Successful negotiation of agreements and dispute resolution
4. Currency and accuracy of documentation and record-keeping
5. Effective and positive management of external relationships
6. Effective management and development of the Estates team
7. Positive third-party feedback

Job type: Full time 35h/w

Salary band: Senior Manager

Job description written by: Simon Henderson

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