



Homes for Haringey

**Estate Services Team Leader**

**Salary: £35,946 to £38,574 plus final salary pension**

**36 hour week**

Homes for Haringey is an organisation with an exciting future.

Building on our successful 2007 Audit Commission inspection, we want to deliver nothing less than excellent services to our customers. Work has already begun on a £200m investment programme that will kick-start the transformation of 21,000 homes across this diverse north London borough.

We are looking for a skilled and experienced team leader to join the Estate Services team, taking on a key role in delivering high quality services across Homes for Haringey managed Council housing estates.

The successful candidate will report to the Head of Estate Services, managing and directing an Estate Services team responsible for the delivery of high standards of cleanliness and maintenance across half the borough. This will include project work and extensive liaison with colleagues, agencies and residents. You will also be responsible for dealing with complaints and member enquiries in your area.

You will need experience of managing cleaning services in either social housing or the private sector, with an ability to lead and motivate large teams of staff. The ideal candidate will demonstrate excellent communication, negotiation and interpersonal skills and be able to undertake a client monitoring role for those contractors providing frontline services such as grounds and waste management.

To apply online visit [www.homesforharingey.org/jobs](http://www.homesforharingey.org/jobs). To receive an application pack by post call 0845 313 3142 (Monday to Friday, 9am to 6pm) and quote the reference number **HFH – 074**

**Closing date: 21 July 2009 at 5pm**

**Interview date: 3 September 2009**

If you would like to discuss the post further, please contact Peter Purdie on 020 8489 8651 or email [peter.purdie@homesforharingey.org](mailto:peter.purdie@homesforharingey.org)

## Job Description

**Post:** Estate Services Team Leader

**Grade/salary:** PO4

**Reporting to:** Head of Estate Services

### **Purpose of job**

To manage and direct the performance of an Estate Services team responsible for the delivery of high standards of cleanliness and maintenance across their designated area. To contribute to the efficient management and maintenance of the Council's housing stock and related assets and the delivery of excellent services to all Homes for Haringey managed tenants and leaseholders. This includes the day-to-day supervision and management of Estate Service Managers.

### **Main responsibilities**

1. To manage a team of staff who will ensure that estates across the area are clean and well maintained.
2. To provide staff induction, supervision, training, appraisal and sickness monitoring.
3. To set objectives for your team and to ensure that they are achieved.
4. To monitor individual performance against targets and take appropriate corrective action where necessary.
5. To co-ordinate staff and resources in the most effective way to deliver estate cleaning services in the area.
6. To provide statistics and performance management reports on the activities of your team and of other agencies/contractors, as required. To validate performance monitoring information.
7. To ensure that a prompt, courteous and helpful response is given by staff when dealing with queries or complaints from service users.
8. To establish the highest professional standard within the team in accordance with Homes for Haringey policy, and to monitor service delivery to ensure that standards are met.

9. To monitor and control the team's budgets, including staffing, in accordance with Homes for Haringey's financial regulations and Standing Orders.
10. To liaise with Homes for Haringey's Resident Involvement team and other organisations to undertake resident consultation exercises and encourage community participation in developing and setting service standards.
11. To ensure that proper liaison and monitoring arrangements are set up with other parts of the service, Council services and contractors responsible for the provision of services within your area.
12. To liaise with senior staff within Homes for Haringey and the Council, with Members, Board members, residents and their representatives and other agencies on issues affecting performance and service delivery.
13. To liaise with the Tenancy Management team with regard to the enforcement of tenancy conditions and assist in the preparation of evidence with regard to any breach.
14. To attend court and present evidence with regard to the enforcement of tenancy or other conditions.
15. To attend Council meetings, resident meetings and any others as may be required outside normal working hours.
16. Promote and represent Homes for Haringey positively at all levels throughout the organisation and to external bodies.
17. To be responsible for the Health and Safety activities applicable to the post as set out in the Homes for Haringey policy statements.
18. To assist and advise on the application of good equal opportunities practice with regard to all duties of the post, to treat all colleagues and service users equally, and to challenge any discriminatory practices.
19. To undertake any other duties consistent with the basic objectives of the post.

# Candidate Specification

## Team Leader Estate Services

### Essential

Knowledge and experience

- Experience of managing cleaning services either in social housing or the private sector.

Skills and abilities

- Excellent communication skills.
- Ability to write formal reports on complex issues to a good standard.
- Good interpersonal skills.
- Strong negotiation skills with staff, trade unions and other agencies.
- Ability to establish & monitor targets for key performance areas.
- Ability to work effectively under pressure.
- Ability to manage change effectively.
- Effective staff management including leadership, motivation and team building skills.
- Ability to undertake client monitoring role for contracts affecting the service e.g. grounds maintenance and waste management.
- Ability to think clearly and make rational sensible decisions.
- Numerate with effective budgetary control skills
- Good IT skills.
- Commitment to equalities in employment and service provision.
- Awareness of and commitment to high quality, effective services to multi-ethnic community.
- Valid current Driving Licence.

Other

### Useful

- British Institute of Cleaning (BICS) or other cleaning management qualification.