

Open Spaces Role Profile

Title: Estate Manager

Reporting to: Team Leader- Estate Management

Date: February 2026

Purpose

Deliver outstanding estate management services to Kingston Open Spaces clients.

Plan, coordinate and manage the budgets and resulting planned and reactive maintenance services for a portfolio of developments, to ensure the efficient and effective maintenance of the unadopted areas and common estate areas.

Engage with clients, owners, Directors and Freeholders to ensure our services meet their expectations and priorities and at all times striving to continually improve services and exceed performance targets.

Contribute to the efficient day to day running of the estate management department, providing support to internal and external customers.

Accountabilities

Operational

- Plan and set estate budgets according to the requirements of the site for a portfolio of properties with a variety of financial year ends, working with clients and in line with an agreed timetable.
- Monitor expenditure to ensure spend against budget, and review annual expenditure charge accounts to agreed timescales.
- Deliver Periodic inspections on each estate as per Management Reporting Schedule.
- Oversee the maintenance and management of shared external areas across residential developments.
- Monitor all relevant H&S Assessments, Risk Assessments, Ecological reports, landscaping schedules and bring all resulting actions to resolution as per Management Reporting Schedule.
- Arrange, administer and attend relevant Residents Meetings and/or site meetings as per our Management Agreement.

- Liaise with both homeowners and maintenance contractors.
- Deliver excellent consistent and responsive customer services to clients and customers.
- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information that supports and broadens the scope of information provided by estate management. This includes inputting and extracting relevant information

Strategic

- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.
- Comply with all relevant legislation, policy and procedure.
- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Kingston's services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

Corporate

- Contribute to raising the profile of estate management across the business and to promote the Company positively at all times.
- Ensure you operate in accordance with core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety, along with our systems for identifying, appraising and managing risks in your service area, consistent with Kingston's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Desirable Skills & Experience

Essential criteria:

- Working remotely- based in the Yorkshire region
- Educated to GCSE/O-Level equivalent including Maths and English
- Experience of working in a performance focused environment
- Budget monitoring experience
- Excellent interpersonal and communication skills, both written and oral
- Good presentation skills
- Excellent IT skills, particularly with Microsoft packages
- Self-motivated with the ability to work unsupervised
- Enthusiastic team player
- Positive 'can-do' attitude
- Ability to work under pressure and meet tight timescales
- Ability to deal with difficult situations effectively
- Holder of a valid driving licence

Desirable criteria:

- Previous experience of estate or property management
- Attendance on relevant training courses
- Customer Services qualification.
- Good understanding of and commitment to health and safety
- Excellent interpersonal and communication skills, both written and verbal
- Able to see the bigger picture and willing to contribute to development and delivery of services across different disciplines
- Working knowledge of MRI software

Signed by Post holder..... Date

Signed by Manager Date