

## Open Spaces Role Profile

**Title:** Estate Manager

**Reporting to:** Team Leader and Assistant Director (Open Spaces)

**Date:** June 2026

## Purpose

Deliver outstanding estate management services to Kingston's 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.

Management of a range of planned and reactive maintenance services to comply with the terms of the management agreements and contractual obligations.

## Accountabilities

### Operational

- Plan and set estate charge budgets according to the terms of the TP1/lease for a portfolio of properties with a range of financial year ends, working in line with an agreed timetable.
- Set Planned Preventative Maintenance Schedules and work within the estate charge budget to ensure POS shared areas are adequately maintained.
- Monitor expenditure to ensure spend against budget and review annual estate charge accounts to agreed timescales.
- Deliver Periodic inspections at each development in accordance with Management Reporting Schedule.
- Monitor all relevant H&S Assessments and bring all resulting actions to resolution in accordance with Management Reporting Schedule.

- Deliver excellent, consistent and responsive customer service to clients and customers.
- Deliver a diagnostic enquiry service and take ownership of and responsibility for resolving queries or completing actions arising from customer enquiries.
- Arrange, administer and attend Residents Meetings and AGM's in accordance with our Management Agreement.
- Meet targets and agreed performance levels.
- Support the day to day operation of the estate management function by ensuring developments are maintained to meet requirements.
- To contribute to initiatives for the development and enhancement of service delivery.
- To continually seek to improve the quality of services to 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 property 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 Open Spaces' services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

## Corporate

- Contribute to raising the profile of Open Spaces estate management across the business and to promote the Company positively at all times.
- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

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 technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "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.

## Desirable Skills & Experience

### Essential criteria:

- Educated to GCSE/O-Level equivalent including Maths and English
- Previous experience of estate or property management
- Customer Services experience.
- Excellent interpersonal and communication skills, both written and oral
- Self-motivated with the ability to work unsupervised
- Ability to work under pressure and meet tight timescales
- Enthusiastic team player
- Positive 'can-do' attitude
- Excellent IT skills, particularly with Microsoft packages
- Holder of a valid driving licence

### Desirable criteria:

- Attendance on relevant training courses
- Experience of budget monitoring
- Good understanding of and commitment to health and safety
- Good presentation skills
- Ability to deal with difficult situations effectively
- Effective multi-tasker with excellent time management
- Experience of hosting meetings  
Working knowledge of Qube/Evolution software
- Experience of dealing with Biodiversity Net Gain (BNG)

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Signed by Post holder..... Date .....	
Signed by Manager ..... Date .....	

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

