

Open Spaces Role Profile

Title: Estate Manager- Remote

Reporting to: Team Leader Estate Management

Date: August 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

- 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
- 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.
- 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
- Knowledge of BNG

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.

