

Estates and Communities Officer (Marleigh)



Job Title:	Estates and Communities Officer (Marleigh)
Reports To:	Service Charge Estates Manager
Salary:	£circa 30,000 DoE plus benefits
Terms:	Permanent 36 hours p/w Monday to Friday- some weekend and evening work as required.
Location:	Marleigh, Cambridge

ABOUT THE ROLE

The Land Trust is in an exciting period of growth, with a growing number of service charge sites coming under management and is now seeking to appoint an Estates and Communities Officer for a large phased development site at Marleigh in Cambridge. The Estates and Communities Officer will help deliver an ambitious, community focused, programme of growth and community engagement.

ABOUT THE LAND TRUST

The Land Trust own and manage a portfolio of approx. 80 sites (2500 hectares of land) by working with a wide range of public and private sector landholders, including large scale landowners, housing developers, landfill operators, local authorities and mining companies. We help landowners who, for a variety of reasons, want to pass on responsibility (or liability) for the management of sites, public open space or new green infrastructure and find bespoke long-term funding solutions for land, and maximise community and recreational benefits from the land. These solutions can include service charges, section 106 or endowment, or a cocktail of funding sources. Our current endowment portfolio of over £180m provides the financial resources to ensure that our endowed sites are managed to a good standard and contribute to the wellbeing of the communities by which they are surrounded. Costs on our service charge sites are fully recoverable meaning they are equally well managed.

Our primary aim is the successful delivery of our five charitable objectives: environmental improvement, community cohesion, health improvement, education, and economic benefit. We work with local partners, called Managing Agents, such as Groundwork, the Wildlife Trusts and The Conservation Volunteers; as well as contractors; to manage sites on the ground and liaise with communities.

RESPONSIBILITIES

- 1 Marleigh Operations**
 - 1.1 Alongside the Service Charge Estate Manager, act as a point of contact for business partners including; Marleigh Estate Management Company directors and representatives, and Service Charge customers on Marleigh, raising matters as required and maintaining a high standard of site management and customer relationships across Marleigh.
 - 1.2 Act as a point of contact for appointed contractor/s discussing and putting into practice actions as required
 - 1.3 Deliver the Residential Open Space components of the Estate Management Strategy
 - 1.4 Help to coordinate the monitoring and management of contractor/s performance including charitable impact, site management, nature conservation, community engagement and Health and Safety. This will be done through regular inspections, review meetings and reports.
 - 1.5 Ensure contractor/s maintain the site to agreed service levels and within budgets.



- 1.6 Negotiating and agreeing annual budgets with contractor/s, and in monitoring/reporting expenditure during the course of the year.
- 1.7 Assist in the promotion, negotiation and documentation of appropriate third party licensed activities on Marleigh eg market traders etc.
- 1.8 Work with Service Charge Estates Manager to carry out duties in accordance with, and to fulfill, the Estates Management Agreement and meet set KPIs
- 1.9 Maintain the necessary administrative systems to ensure effective site management and monitoring with particular emphasis on the management of the Hangar building Community Hall booking system.
- 1.10 Ensuring that all works and activity that take place on site do so with due regard to current H&S legislation and that the green space & the Hangar building are managed to ensure the safety of all who use it
- 1.11 To assist the Service Charge Estate Manager to set annual KPIs to deliver the Trust's charitable objectives and monitor performance of targets and outcomes including quarterly updates on the site monitoring portal

2 Future Phases of Marleigh

- 2.1 Assist the Service Charge Estates Manager with site infrastructure developments in advance of receiving management responsibilities including sign off of completed works.
- 2.2 Provide advice and guidance on the selection and appointment of contractor/s
- 2.3 Monitor delivery of later open space phases, advising client of potential issues / snagging to facilitate efficient handover of land

3 Support the Executive Team in Promoting the Trust and Marleigh

- 3.1 Champion the role that well maintained open spaces have in the creation and development of sustainable communities around Marleigh.
- 3.2 Ensure that Trust policies are promoted and implemented as part of site management

4 Community Engagement

- 4.1 Working with the Communications team and Estates Manager, to ensure that Marleigh and its activities are effectively and appropriately promoted.
- 4.2 Supporting the development of community groups for example; friends of groups, resident associations, steering group and arrange cyclical meetings at appropriate times. There will be an expectation within this role to Chair several meetings.
- 4.3 Develop relationships with local stakeholders, in particular Local Authorities and Locality, to support delivery of community events/strategy at Marleigh.
- 4.4 Establish an annual 'Residents Survey' and report back on these findings to interested third parties.
- 4.5 Develop and manage a volunteer base to maximise the charitable delivery on the site.

5 Community Centre and Future Facilities Operations

- 5.1 Support the Service Charge Estates Manager with the delivery of a Building User Group to serve the needs of the community in relation to the Hangar Building.
- 5.2 Oversee the day to day operations of community element of the hangar building.
- 5.3 Coordinate required maintenance with relevant contractors
- 5.4 Support the Service Charge Estates Manager on adoption of future facilities & review management arrangements to include football pitches, sports pavilion and allotments



PERSON SPECIFICATION

Essential Skills:

- Ideally 1-2 years of experience managing landscape contracts to agreed specifications
- Excellent communication skills including the ability to develop and manage relationships with multiple stakeholders
- IT literate with proven skills in using MS Office packages.
- Ability and confidence to work on own initiative, as well as part of a team, and to resolve problems as they arise, remaining calm under pressure.
- Experience with building & managing budgets.

Desirable Experience:

- Developing, implementing and monitoring management agreements, landscape management plans and management contracts.
- Experience in the management of sites funded through service charges.
- A minimum of 1-2 years' experience in dealing with the public in a customer facing role (not necessarily in a landscape management role).
- Passion for improving local communities & driving change

OTHER RELEVANT INFORMATION

- The post will be based at the Hangar Building at Marleigh, with occasional travel to other Land Trust offices and sites as required.
- This position requires the post holder to act flexibly and undertake other duties and responsibilities commensurate with the post as discussed with the Estates Manager
- Working outdoors
- Some evening, weekend and bank holiday working.
- Business travel costs will be reimbursed.
- The role will require a DBS check.

SALARY AND BENEFITS

- Circa £30,000 depending on experience.
- 25 days holiday per year, plus bank holidays. Rising to 30 days with 5 years' service
- Support to professionally develop skills and qualifications
- Comprehensive Health and Wellbeing Programme including health care cash back plan; EAP; biennial medicals; flexitime and agile working.
- A defined contributions pension plan, with Land Trust matching employee contributions up to 6%
- Reasonable travel costs will be reimbursed

APPLICATIONS

Please email a CV and covering letter to recruitment@thelandtrust.org.uk **Closing date** is 9am on Friday 29th November

Interviews will be held the week commencing 2nd December in Marleigh