

Service Charge Estates Manager



Job Title: Service Charge Estates Manager
Reports To: Head of Estates South
Salary: £38k to £45k
Terms: Permanent 36 hours p/w
Location: Working from Home -UK based

About the Role

The Land Trust is in an exciting period of development, with a growing number of sites coming under management and has recently restructured the Estates Team and has appointed two 'Heads of Estates' to cover the North and South of the UK. This will help us to deliver an ambitious, community focused, programme of growth and delivery.

To support the continued growth within the portfolio, the Land Trust are now seeking to appoint a Service Charge Estates Manager.

The Service Charge Estates Manager will work closely with the Head of Estates South to manage our existing and emerging service charge sites across the portfolio. This exciting post will involve close working with Land Trust colleagues, contractors, residents, partners, and external stakeholders across the region.

ROLES & RESPONSIBILITIES

Management of Existing Trust Sites

- 1.1 Be responsible for the long term strategic development of each site, assessing overall performance of site, contractor and other partners. Agreeing strategic direction and longer term plans with the Head of Estates/CEO.
- 1.2 Manage individuals to deliver the contractors performance on various sites.
- 1.3 Act as the main point of contact for contractors, discussing and agreeing actions as required and ensuring that all contractors consistently deliver to the agreed specification and budget.
- 1.4 Ensure that each of the sites under management fulfil and deliver the Charitable Aims of the Trust.
- 1.5 Ensure that all residents on service charge sites receive excellent customer service
- 1.6 Work with the communities, clients, and contractors to develop, promote and deliver management, initiatives, projects and events that support the delivery of our Charitable Outcomes and benefits that our sites must deliver.
- 1.7 Lead the team members to ensure appropriate Health & Safety management for the region, ensuring the sites and all activity on them is safe, well planned and in accordance with LT policies.



- 1.8 Monitor contractors performance in terms of impact management, site management, nature conservation, community engagement and Health and Safety through regular inspections, review meetings and reports.
 - 1.9 Agree annual budgets for service charge sites, and monitor expenditure during the course of the year, including overseeing the processing of quarterly reports, claims and invoices.
 - 1.10 Identify suitably beneficial projects and opportunities which can be packaged into bids for external grant funding - such bids will either be developed and submitted by the LT Fundraising Team and/or local communities.
 - 1.11 Promote and negotiate all possible commercial opportunities which bring added funding and where possible, added value to our sites.
 - 1.12 Ensure that our work on our service charge sites complies with all planning, environmental and other statutory or other land ownership / lease conditions applicable; respond to issues that arise including unauthorised uses, unforeseen events, accidents and complaints.
 - 1.13 Liaise with partner organisations, local stakeholders and colleagues to identify opportunities to deliver additional public benefits from sites, assisting with the securing of necessary funding where appropriate.
 - 1.14 Review future land take on plans, management plans and undertake the appointment of new / cyclical reappointment of existing contractors.
 - 1.15 Aim to ensure value for money for both the Client and the Residents on our service charge sites and when applicable, work with internal and external colleagues to retender landscape management contracts.
 - 1.16 Liaise and work productively with external partners and clients to ensure that the joint aspirations for each site are met.
 - 1.17 Ensure the delivery of effective and efficient management of our Service Charge sites, ensuring residents are engaged and help make decisions on how we manage the land.
 - 1.18 Ensure that appropriate customer service activities are implemented for Service Charge sites and that residents groups are kept informed, including dealing with residents enquiries.
- 2. Assist with the Development and Acquisition of New Trust Sites**
- 2.1 Work closely with the Area Heads of Business Development to support them in the acquisition of sites.
 - 2.2 Review design proposals, where appropriate, commenting on them from a management, charitable outcomes and customer service perspective.



- 2.3 Review initial, interim and final proposed cash flows, and indicative site budgets, to ensure that sites can be managed within the funding available.
- 2.4 Participate in the selection and appointment of contractors.
- 2.5 Develop and review management plans.
- 2.6 Work closely with the Area Head of Business Development South and Client Project Manager

3. Ambassador to Support & Promote the Trust

- 3.1 Champion the role well maintained open spaces have in the creation and development of sustainable communities.
- 3.2 Ensure that Trust policies are promoted and implemented as part of site management including the Stakeholder and Community Engagement Strategies.
- 3.2 Identify and develop new opportunities for the Trust to contribute to the development of relevant strategy and policy and the development of “good practice”.
- 3.3 Identify and recommend new project, partnership and networking opportunities

4. Other Duties

- 4.1 Represent the Trust at a local, regional or national level
- 4.2 Deputise for the Head of Estates South when necessary.
- 4.3 Ensure all relevant Trust policies and procedures are adhered to e.g. Health and Safety etc

This position requires the post holder to act flexibly and undertake other duties and responsibilities commensurate with the post as directed by the Head of Estates South. Occasional evening and weekend working may be required, and the post holder will be required to travel as necessary to fulfil their role effectively.

PERSON SPECIFICATION

Essential Skills:

- Relevant professional qualification
- Skills and experience in promoting commercial opportunities, negotiating and documenting land transactions
- Ability to manage colleagues successfully
- Skills in developing, implementing and monitoring management agreements, management plans and management contracts, and other essential mechanisms in site management

Service Charge Estates Manager



- Excellent communication skills including the ability to develop and manage relationships with partner organisations and contractors, and to engage with local people in resolving issues and engaging them effectively in site management
- 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
- High level of tact, diplomacy and confidentiality
- Confidence to manage competing priorities under own initiative
- Ability to balance a long-term vision with attention to detail to ensure that the vision can be successfully realised
- Ability to program in work and manage budgets.
- Working with member of the public and ensuring excellent customer service
- Ability to think laterally and to ensure that the good and professional management of sites also delivers quality environmental, health and other community benefits (charitable outcomes)

Essential Experience:

- A minimum of 5 years experience in public open space management
- Experience of setting up and efficiently and proactively running landscape management contracts
- Line Management

Desirable:

- Experience in the design and development of new areas of open space
- Experience in the management of sites funded through service charges

SALARY AND BENEFITS

- £38k to £45k
- A defined contributions pension plan, with the Trust matching employee contributions up to 6%
- Life Insurance (4 x salary)
- Options for Flexi time and Hybrid working
- 25 days holiday per year, plus bank holidays (pro rata). Rising to 30 days with service
- Option to buy additional holiday
- Employee Assistance Program
- Health Care Cash back scheme
- Training and Development support
- Enhanced Family leave and sickness support
- Business travel costs will be reimbursed

APPLICATIONS

Please email a CV and covering letter to recruitment@thelandtrust.org.uk

Closing date for applications is **27 November 2024**

Interviews will take place Thursday **29 November 2024- Location TBC**



The Land Trust is committed to the principle of equal opportunity in employment and its employment policies for recruitment are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

ABOUT THE LAND TRUST

The Land Trust is a national charity committed to long-term sustainable management of countryside and greenspace for community benefit. Its vision is to improve the quality of people's lives by creating sustainable, high quality green spaces that deliver environmental, social and economic benefits.

The Trust manages a varied portfolio of over 80 sites (2,500 hectares) and works with a wide range of landholders who want to pass on responsibility for the management of sites and find bespoke long-term funding solutions for land management. These solutions include service charges, section 106, endowment, or a mix of funding. Our current endowment portfolio of over £180m provides the financial resources to ensure these sites are well managed and contribute positively to the wellbeing of local communities.

The Land Trust works in partnership with local managing partners, community groups and contractors who carry out the day-to-day management and practical maintenance of our sites such as habitat management and inspections, engaging with the local community and the organisation and running of events and activities.

Our managing partners are selected for their competence and ability to meet our charitable aims and are a range of organisations including Local Wildlife Trusts, TCV, Groundwork, RSPB, Woodland Trust, National Trust, local authorities, community associations, charities, greenspace contractors and Friends of Groups.