

Community and Estates Officer- Linmere & Bishops Stortford

Job Title: Community and Estate Officer- Linmere & Bishops Stortford
Reports To: Service Charge Estates Manager
Salary £20,600 - £24,500 depending on experience (based on FTE of £26,500- £31,500)
28 hours per week over 4 days
Terms: Permanent 28 hrs p/w (36 FTE)
Location: The Farmstead, Linmere (3 days) - Home/Remote working (1 day)

About the Role

Community and Estate Officer will be responsible for managing the grounds maintenance contracts and engaging with residents from the local community at one of our service charge sites at Linmere in Houghton Regis and our growing Bishops Stortford portfolio. This will be to maximise the environmental and social value which can be delivered from the green spaces around this development, funded via the service charge paid by the homeowners.

The post holder will be based at the Lands Improvement (LI) Office at the Farmstead Linmere (3 days), where they will be working alongside the LI Development Team. On the remaining day the post holder will be completing site inspections and any necessary engagement across our sites in Bishops Stortford.

The post holder will report to the Land Trusts' Service Charge Estates Manager whilst working closely with other colleagues from the Land Trust and LI, contractors and external stakeholders.

A key responsibility of the role will be to ensure the site is managed to a high standard by delivering good and efficient contractor management. This will involve regular site inspections, up to date record keeping, liaising directly with Master Developer (LI and others) and contractors responding quickly to any issues.

The role also involves a significant element of customer focus to ensure that residents receive excellent service and information regarding the green space we maintain and feel fully engaged in its use and management. This will involve regular customer liaison, including via the Trusts' Customer Relationship Management System. The post holder will also lead on the delivery of an annual programme of events and activities on sites aimed at engaging with the local community.

The post holder will also be involved with development of landscape and planting designs and commenting on plans for future phases of the site, then bringing new areas of the site into management once phases of the development have been completed.

The post holder will work across different teams within the Trust. This includes collaboration with other Estates Teams, Fundraising, Finance and Project Management as well as other team member from the Master Developer to ensure effective delivery of the service charge.

Close working with the Land Trusts' Communications Team will be essential in ensuring the site

is promoted and marketed creatively and effectively through a variety of events and activities.

The post holder will help to champion the role of the Land Trust in the creation and development of sustainable communities.

ROLES & RESPONSIBILITIES

Management of Linmere Public Open Spaces

- Act as a point of contact for Master Developer and service charge customers at Linmere and the Bishops Stortford sites, dealing with emerging issues and maintaining a high standard of site management and customer relationships.
- Act as a point of contact for contractors and the Master Developer, discussing and putting into practice any actions as required.
- Ensuring monitoring and management of site Key Performance Indicators including charitable impact, site management, nature conservation, community engagement and health and safety. This will be done through regular inspections, review meetings and reports.
- Ensure contractors maintain the site to agreed service levels and within budgets.
- Develop and monitor a site-specific list of contractors who can react to emergency work on site.
- Work with the Land Trusts finance Team in the process of negotiating and agreeing annual budgets with the master developer.
- Monitoring expenditure during the year; This includes raising purchase orders, processing of quarterly reports, claims and paying invoices.
- Monitoring and supporting the land transfer of future phases, reviewing the snagging process and ensuring transfer ready conditions are met.
- Assist in the development of the site landscape management plans and assist in the appointment and reappointment of grounds maintenance contractors at the required intervals.
- Maintain the necessary administrative systems to ensure effective site management and monitoring

Community Engagement

- Coordinate and hold regular residents' engagement, including events and service charge meetings, this may include evenings and weekends depending on requirements.
- Work with the communications team, both Land Trust and LI, and master developer to ensure that site and their activities are effectively and appropriately promoted, including the development of site specific marketing, engagement and communication plans for site.
- Liaising with schools and charities, community interest groups and community trusts or Parish Council and Town Council in the area to engage with the public open space on site.
- Ensure all relevant Trust policies and procedures are adhered to e.g. Health and Safety

PERSON SPECIFICATION

Essential Skills:

- Relevant professional qualification
- Horticultural and Landscape design experience
- Experienced in contract management
- Excellent communication skills including the ability to develop and manage relationships with partner organisations and contractors, engaging with local people in resolving issues and site management
- Experience in liaising with residents/the public
- 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

Desirable Experience:

- Developing, implementing, and monitoring management agreements, landscape management plans and management contracts
- Experience in the management of sites funded through service charges.
- Experience of working with a range of partners including public, private, and voluntary sector organisations
- Experience of setting up and running landscape management contracts
- Experience in the use of Customer Service Relationship Management Systems

OTHER RELEVANT INFORMATION

- The post will be based at Linmere in Houghton Regis, with infrequent travel to other Land Trust offices and sites for training and development
- 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 and agreed with the master developer
- Working outside
- Some evening, weekend and bank holiday working
- The post holder will be required to travel by car and public transport as necessary to fulfil their role effectively. Note some sites are remote and not accessible by public transport
- Business travel costs will be reimbursed
- The role will require a DBS check

Salary and Benefits

- From £26,500- £31,500 (pro rata) depending on experience
- 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
- 26.5 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
- Business travel costs will be reimbursed

APPLICATIONS

Must have the right to work in the UK. A DBS check will be required.

Applicants should send a CV and covering letter to: recruitment@thelandtrust.org.uk

Closing date: 26th January 2026 Midday

Interviews will be in person at Linmere: w/c 2nd February 2026

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 Registered Charity based in Warrington and operating nationally. We are leading the way in establishing new, sustainable solutions for the management of open space, on behalf of, and in partnership with, local communities. We are responsible for the management of around 90 sites (2400 hectares of land) across the UK, including urban parks, designated nature reserves and listed buildings. We work with local partners, such as Groundwork, Wildlife Trusts and The Conservation Volunteers, to manage sites on the ground and engage communities.

We help a wide range of public and private landowners: including large scale landowners, housing developers, landfill operators, local authorities and mining companies, 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 to find bespoke long-term funding and, management solutions for land. These can include service charges, section 106 or endowment, or a hybrid of funding sources. Our current endowment portfolio of approximately £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.

Our primary aim is the delivery of our five charitable objectives: environment and biodiversity; community cohesion and volunteering; health and wellbeing; education and training; and economic benefits.

About Lands Improvement

Lands Improvement (LI) are the project coordinator for Linmere and a consortium member of Houghton Regis Management Company that own the development. LI have been around since 1853 and over the past 40 years and is owned by Telereal Trillium which is one of the largest privately owned property companies in the UK, with an £8bn portfolio of over 12,000 properties.

LI is a strategic land developer focused on promoting and delivering residential led developments throughout the UK. The company invests in both brownfield and greenfield land with a view to delivering consented development land ready for homebuilding. At Lands Improvement, there is always a sharp focus on legacy. What imprint they leave behind and how does that shape the way community live, work, and play.

In their commitment to legacy, they have implemented the Lands Improvement Placemaking Framework. Central for LIH ethos is aiming to make all their sites 'happy and healthy places', and key to this is developing places that, provide dynamic and thriving public spaces, make healthy and sustainable ways of living the natural choice, protect, preserve and enhance nature, and with engaged and proud communities, all aspects that they see the candidate playing a key role with LIH in establishing.