

Estates Manager

Location: On-site, Stratford, London

Reporting to: Head of Housing Services

Contract Type: Full-time

Salary: £42,000. p.a.

About us

We're growing fast – as Newham's housing delivery company Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infills to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

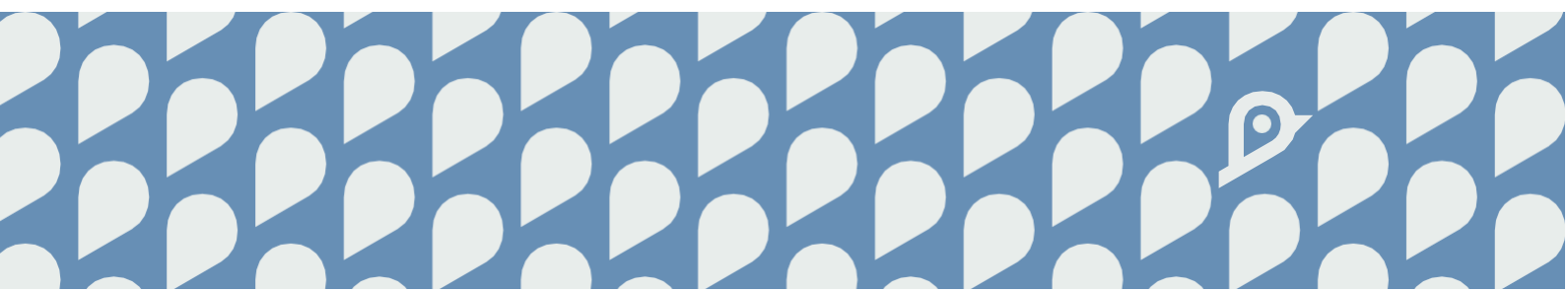
Role purpose

To manage and maintain the estate environment to a high standard, ensuring that communal areas, grounds, and buildings are safe, clean, well-maintained, and meet all relevant health and safety requirements. The Estate Manager will oversee caretaking, cleaning, and grounds maintenance services, undertake estate inspections, support building safety compliance, and monitor the quality of works completed by contractors

Key responsibilities

Estate Services Management

- Lead and supervise the caretaking team.
- Plan, allocate, and monitor workloads to ensure delivery of high-quality estate services.
- Ensure Populo's communal and external areas are maintained to a high standard creating a culture of pride in our schemes.
- Manage and monitor contractor performance, addressing poor performance where required.
- Investigate and resolve estate-related service requests and complaints.
- Produce regular performance reports and provide insight and recommendations to support strategic decision-making.



Building Safety and Compliance

- Support the delivery and monitoring of building safety responsibilities.
- Ensure team members undertake and record regular health and safety inspections of communal areas.
- Identify hazards, risks, and breaches of health and safety requirements, ensuring timely corrective action.
- Support statutory compliance programmes and ensure inspection records are maintained accurately.

Health and Safety

- Ensure routine risk assessments and block safety inspections consistently take place.
- Ensure safe systems of work are followed by staff and contractors.
- Report accidents, incidents, and near misses, implementing corrective actions where necessary.
- Promote a strong health and safety culture.

Inspection and Quality Assurance

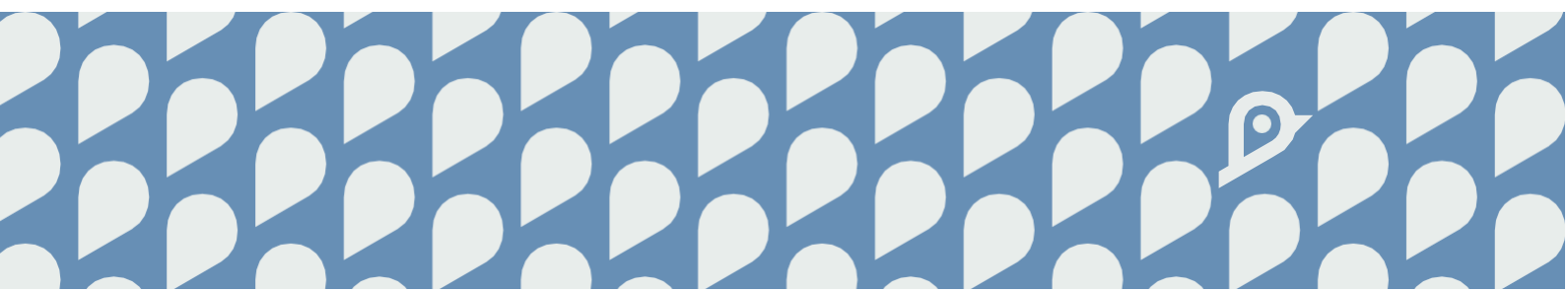
- Lead a team to carry out regular estate inspections and audits to assess cleanliness, maintenance, and safety standards.
- Post-inspect completed communal repairs, cleaning, and grounds maintenance works.
- Ensure works are completed to specification, within agreed timescales, and deliver value for money.
- Maintain accurate records and provide performance reports to management.

Resident Engagement

- Build positive relationships with residents and community groups.
- Respond promptly and professionally to resident concerns relating to estate services.
- Identify opportunities to improve the estate environment and resident satisfaction.
- Support resident engagement initiatives and estate improvement projects.

Financial and Contract Management

- Monitor budgets associated with estate services.
- Ensure effective use of resources and identify efficiency savings where possible.
- Authorise works within delegated authority levels.



Skills and Experience

- Experience undertaking inspections and monitoring contractor performance.
- Experience dealing with residents and resolving service-related issues.
- Excellent communication and customer service skills.
- Ability to prioritise workloads and work under pressure.
- Strong problem-solving and decision-making skills.
- Competent in Microsoft Office and housing management systems.
- Ability to prepare reports and maintain accurate records.

