

## Role Description – Housing & Estate Manager



The Eventide Homes is just one of the estimated 1,600 plus independent almshouse charities in the UK. Founded in 1935, our Charity's aims are to enhance the quality of life of our older residents, who are in need, by providing safe, well-maintained homes upon attractive grounds with a vibrant community.

Set on an estate, consisting of 75 self-contained homes with a community hall, on the outskirts of Bournemouth, close to Castle Point Shopping Centre, with plenty of amenities. Governed by local Trustees, day-to-day is managed by a small team of staff. We're seeking a Housing & Estate Manager who could lead in housing compliance, resident safeguarding, Health & Safety, and managing an office.

**Role Title:** Housing & Estate Manager

**Reports to:** Chief Executive Officer

**Location:** Edgecombe Gardens, Castle Lane West, Bournemouth, BH8 9TW

**Role Context & Purpose:** The Eventide Homes is an almshouse charity dedicated to providing safe, affordable housing and support to older people in need. We are committed to maintaining high standards of care, compliance, and community wellbeing across our properties and operations.

This is a new role, supporting the Chief Executive Officer. Together with a Community Assistant, you will be the one of two first points of contacts for residents. The role will ensure the smooth running of the charity's facilities, lettings management, and office operations. This includes overseeing health & safety compliance, managing day to day property maintenance, supporting residents, and ensuring the charity's administrative functions operate efficiently.

### Key Accountabilities:

#### Operations

- Oversee lettings process and support Trustees in appointing residents.
- Ensure compliance with occupancy agreement regulations.
- Support the Community Assistant with oversight of resident welfare concerns and safeguarding.
- Ensure the charity's buildings and grounds are well-maintained and secure on a day-to-day basis, managing risk, and responding to emergencies as required.
- Conduct surveys to identify faults, defects, and maintenance needs.
- Liaise with contractors for void, responsive and cyclical property maintenance, and act as a point of contact for residents. Support the Chief Executive Officer with larger scale planned works.
- Addressing complaints and reports of anti-social behaviour.
- Building community relations and supporting any social initiatives and events.

#### Health & Safety

- Ensure properties meet building regulations, fire safety, energy efficiency, and accessibility standards.
- Conduct regular risk assessments and fire safety checks.
- Maintain and update health & safety policies and procedures.
- Coordinate training for safety protocols.

## Office & Facilities Management

- Manage day-to-day office operations, including supplies and equipment.
- Develop and maintain administrative systems and filing.
- Work with the Chief Executive Officer in book-keeping and banking to ensure that income and expenditure are allocated correctly.

## Governance & Reporting

- Support the Chief Executive Officer in preparing reports for the Board of Trustees and take minutes at meetings.
- Maintain accurate records and documentation such as the policy calendar and training records.
- Assist with policy development and strategic planning.

## Other Duties

- To undertake any other duties reasonably required appropriate to the scope of the role.

## Knowledge / Skills / Experience required:

- Experience of working in housing is essential.
- Working within the Almshouse sector, or within a similar housing environment, would be desirable.
- Experienced in supporting older vulnerable adults.
- Strong understanding of health & safety, housing compliance, and ensure overall building safety.
- Strong mathematical abilities, with a proficiency in budget monitoring, financial analysis, and record keeping.
- Experience in communicating effectively and sensitively, balancing your approach, problem-solving, communication (written/verbal), negotiation, and client management skills to a wide range of individuals and organisations.
- To have a thorough understanding of effective safeguarding practices and the ability to manage risks.
- Comprehensive knowledge of policy, legislation and best practice relating to almshouses.
- Knowledge and ability to effectively use a range software, particularly Microsoft Word and Excel.
- Accurate data inputting skills and good attention to detail, desirably a working knowledge of using Sage Accounting.
- Knowledge of housing and benefits advice.
- Have a basic knowledge and interest in grounds maintenance, plant care and content being outdoors in all weathers.
- Able to work positively and creatively in a small team and other stakeholders to ensure the best outcomes for the charity and residents.
- Self-motivated with the ability to manage concurrent projects at any one time, with an inherent ability to deliver under pressure against a range of strategic objectives.
- Demonstrate a strong commitment to Equality and Diversity all whilst maintaining a supportive and inclusive approach to vulnerable people, ensuring their dignity and respect is at the centre.

## Salary and benefits:

- £35,000 to £40,000 per annum, subject to experience and qualifications.
- Private Health Care & Free Life Assurance.
- Holiday leave at 28 days in addition to Bank Holidays.
- Auto enrolled Workplace pension scheme.
- Annual pay review.
- Free Eventide Homes polo shirts and a fleece jacket to represent the Charity whilst at work.