

Job Description

Job Title:	Estate Manager
Main Purpose of Job:	Management of Enfield Enterprise Centre
Relationships:	Reporting to Chief Executive
Based at/hours:	Enfield 14 hours per week <i>(Occasional evening and weekend work may be required)</i>
Contract:	Permanent
Salary FTE:	£42,000 per annum pro-rata (actual £16,800 per annum)

Key Role and Responsibilities:

The Estate Manager is responsible for the efficient and effective management of the Enfield Enterprise Centre, ensuring the smooth operation of the facilities, infrastructure, and services. The role involves overseeing property maintenance, tenant relations, Health and Safety compliance to maximize the value and functionality of the estate. The Estate Manager will actively promote and support the aims of Enterprise Enfield.

Property Management:

- Manage the day-to-day operations of the industrial estate, including leasing, rent collection and tenant relations.
- Ensure the property is fully let and advertise empty units.
- Conduct regular property inspections to ensure compliance with lease agreements and maintain the overall appearance and functionality of the estate.
- Conduct weekly estate inspections to check that it is clean, tidy and in a good state of repair.
- Coordinate with contractors and service providers for maintenance and repair activities, ensuring timely completion and quality standards.
- Oversee improvement works to the estate, ensuring work is carried out professionally, on time and ensure any snagging works are remedied.
- Development of a long-term maintenance plan for the site and project manage new initiatives.

Health and Safety Compliance:

- Ensure compliance with Health and Safety regulations, codes of practice, and industry standards by staff, tenants, contractors, and visitors to the estate.
- Conduct an annual risk assessment of the site, identify hazards, and implement appropriate control measures.
- Maintain emergency response plans, evacuation procedures, and conduct drills as required.
- Keep all policy documentation up to date on areas such as Health & Safety, Equal Opportunities and Data Protection etc.

Financial Management:

- Monitor rent collection, arrears, and lease compliance, taking necessary actions to address any issues.
- Evaluate and negotiate service contracts, utilities, and vendor agreements to optimize cost-effectiveness.

Tenant/Licence Holders Relations:

- Build and maintain positive relationships with tenants, addressing their concerns and requests promptly and professionally.
- Foster a sense of community and promote cooperation among tenants to enhance the overall environment of the estate.

Lease/Licence Management:

- Oversee lease agreements, including negotiations, renewals, amendments, and terminations.
- Maintain accurate and up-to-date lease records, ensuring compliance with legal requirements and internal processes.
- Monitor lease expiration dates and proactively engage with tenants for timely lease renewals.

Supervisory Responsibilities:

- Supervision of two part-time caretakers and ensure staff are:
 - ❖ fully aware of their roles and responsibilities and are appraised of their performance;
 - ❖ sufficiently trained to carry out duties expected of them.
- Monitor staff working hours, leave and sickness absence.

Reporting and Documentation:

- Prepare regular reports and updates for the CEO and Property and Finance Committee.
- Maintain accurate records and documentation related to property maintenance, Health and Safety, and financial activities.

Generally

- Ensure quality standards are maintained and there is progression made under the organisation's Matrix accreditation.
- Follow procedures for proper use and care of equipment and materials under your responsibility.
- Continual Professional Development and to keep up to date with the latest industry knowledge.
- Any other duties not specified here that are needed as part of the role.

Person Specification – Estate Manager

Requirement: E = Essential D = Desirable	E or D
Experience & Qualifications	
Qualification in property management or commercial lettings.	D
Proven experience in property or estates management, preferably in an industrial estate or commercial property setting.	E
Knowledge of property management principles, leasing practices, and health and safety regulations.	E
Excellent communication and interpersonal skills to build relationships with tenants/licence holders and contractors.	E
Strong organizational skills and the ability to prioritize tasks, manage multiple projects simultaneously, and meet deadlines.	E
Proficiency in MS Office Suite, and financial management tools.	E
Experience of managing staff for a minimum of a year.	E
Knowledge of relevant regulations governing industrial estates and commercial properties.	E

Estate Manager

Signed: _____

Dated: _____

Chief Executive

Signed: _____

Dated: _____

