

Wordsworth Court Estate Manager

Role Description

A. General

The Estate Manager is engaged under a service contract with WCA Cockermouth Limited (WCA).

The Estate Manager has a broad, diverse, can-do role that is crucial to the efficient and smooth running of Wordsworth Court, maintaining its convivial atmosphere and developing a thriving and safe community. In short, the role is to help create a housing environment where leaseholders love living in later life. The Estate Manager will work closely with WCA's contracted property manager, Rowan Building Management Limited, to help them deliver services to a high standard, ensure that the building remains safe, secure and wellmaintained

and generally meets the needs of leaseholders. This includes compliance with residents leases and relevant legislation and providing a warm and welcoming environment that promotes independent living for over-55s. The Estate Manager keeps an ear close to the ground and fosters excellent relationships with residents. The Estate Manager's versatile skills and personality helps resolve many different kinds of situation - from fixing minor communal problems to addressing any urgent and serious matters that might arise.

Training in health & safety matters, privacy, compliance issues, etc will be available as necessary.

B. Duties and Responsibilities

1. Resident/Leaseholder Relations

- (a) Generally, be a reliable source of help and guidance for residents;
- (b) Actively support the Social Committee in planning and organising events;
- (c) Help new residents feel at home and get to know other residents;
- (d) Oversee delivery of services to ensure high standards;
- (e) Log and report needed repairs with Rowan and the WCA Board;
- (f) Investigate and resolve communal concerns on repairs & maintenance;
- (g) Facilitate access to the building for residents' deliveries;
- (h) Welcome visitors including contractors, carers & families.

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2. Operational and Administrative

- (a) Keep residents regularly advised of working times and absences;
- (b) Make recommendations for service improvements;
- (c) Prepare and distribute newsletters and other communications;
- (d) Liaise with contractors such as gardeners, window cleaners, etc;

- (e) Arrange and supervise use of the Guest Suite and record bookings;
- (f) Check and publish electric meter readings monthly;
- (g) Keep records of Guest Suite income and minor communal expenses.

3. Safety and Maintenance

- (a) Help ensure the building and its communal areas are safe and secure;
- (b) Routinely test the fire alarm and 24/7 emergency call system;
- (c) Regularly check security of the Wordsworth Court building;
- (d) Report safeguarding issues to the Board of WCA and Rowan;
- (e) Help leaseholders access the WCA website and communal wifi as needed;
- (f) Help implement Rowan's preventative maintenance programs;
- (g) Administer keys, fobs and parking permits.