

JOB PACK

**ASSISTANT DIRECTOR - ESTATE
SERVICES**

Creating homes.
Building lives.





ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum, plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The Assistant Director of Estate Services is responsible for the maintenance of all Jigsaw North and Tameside's Open Space and Communal Green Space areas.

The successful candidate will join our established and dedicated team of 600 employees in our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property-based services across Jigsaw Homes Group covering a broad range of disciplines, including reactive and planned maintenance, property refurbishments, grounds maintenance, caretaking and estate services, building safety, compliance and more.

The 'blueprint for our future' Corporate Plan gives the Group a clear direction for our future that will adapt to a changing and challenging operating environment and the projects that will be undertaken during the coming years to fulfil our Mission of: "Creating homes. Building lives."

Role Summary

As Assistant Director of Estate Services, you will be accountable for the smooth running and delivery of Grounds Maintenance Service and Caretaking Service. These services need to be delivered with consideration to budget control, performance monitoring, within a robust Health and Safety framework.

You will oversee the smooth integration of New Build properties into the Estate Services maintenance programme.

Responsible to: Operational Director of Jigsaw Maintenance

Responsible for: North and Tameside Group Operations Managers overseeing the Grounds Maintenance and Caretaking Teams

MAIN TASKS OR ACTIVITIES

1. Responsible the delivery of Grounds Maintenance and Caretaking Services, with a clear focus on performance and quality.
 2. Work alongside the Assistant Directors to maintain performance and work within allocated budget settings.
 3. Ensure delivery of relevant Group strategies within agreed financial parameters, targets and regulatory frameworks.
- **Leading people**
 4. Provide support and development to the Estate Services Team, to ensure that they are appropriately structured and resourced to deliver the corporate aims.
 5. Adopt a style of leadership that supports performance management and excellence and creates a culture of continuous improvement.
 6. Support and foster an inclusive workforce, and create a climate where diversity is valued and the Group is recognised as a good employer and a great place to work.
 7. Champion a culture of learning and accountability whilst being a role model who drives, inspires and motivates so that staff are enthused about their contributions and can see their impact and value.

- **Leading customer service**

8. Lead a strong distinctive performance culture and commitment to customer and community excellence with a focus on end-to-end quality services that enhance the customer experience.
9. Provide a Grounds Maintenance and Caretaking Service that is customer focused and delivers homes which people want to live in.
10. Ensure that the Teams learn from feedback and maximising community development opportunities.
11. Ensure that value for money is demonstrated in all aspects of service delivery and provide open and transparent information to the Operational Director for monitoring purposes.

- **Compliance and control**

12. Responsibility for compliance H&S within the Service.
13. Ensure that decisions are made within a robust risk assessment framework.
14. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
15. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy.
16. Carry out any other duties which may be, from time to time, requested by the Group Director of Asset Management.

CANDIDATE REQUIREMENTS

Candidate Requirements:

Qualification, Knowledge and Experience

- Appropriate professional qualification / degree level education or equivalent through relevant experience.
- High level of business acumen and strategic understanding with the ability to prioritise and plan effectively including an understanding of financial appraisal techniques linked to cost and expected life cycle of all major building component elements and underlying debt financing.
- Excellent working knowledge of Compliance Health & Safety legislation including the ability to assess risk and promote risk awareness without being risk averse.
- Experience of working collaboratively with a range of external stakeholders and contractors.
- Proven track record of delivering customer-focussed services in a Group structure.
- A clear understanding of the social and political environment within which Jigsaw Group operates.

Skills and Personal Qualities

- A challenging, supportive and inspirational leadership style that promotes a collaborative, people first culture; acting with integrity and accountability whilst actively promoting and supporting the vision and values of the Group.
- Excellent communication and interpersonal skills, with an approachable style. Including the ability to influence and communicate effectively with current and potential staff, customers, partners and stakeholders.
- External focus, with the proven ability to build networks, and work in partnership with relevant bodies and organisations.
- Proactively demonstrates a strong commitment to equality and diversity whilst championing the rights of customers to have access to excellent homes and services.
- Delivers value for money in all aspects of service provision whilst demonstrating a commitment to continuous improvement.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

Regulated by the Regulator of Social Housing Registration No. LH 4345
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



Jigsaw

Creating homes. Building lives.

