

Service Delivery Manager - Estate Services

- Service area: Homes & Neighbourhoods
- Grade: PO3
- Reports to: Service Manager – Estate Services
- Your team: Service Delivery Team

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

[Watch our video](#) to hear more about our mission and how you can help us achieve it from the Leader of the Council, Cllr Kaya Comer-Schwartz.

Key responsibilities

The Service Delivery Manager – Estate Services will be supporting the Services Manager and Estate Services Area Managers in the effective management of borough wide estate services functions, co-ordinating staffing levels, equipment, logistics and budget to ensure the smooth running of the service.

The post holder will create and maintain accurate recording of information, using a variety of software applications in relation to estate recharges, inventories, and safety information.

Take full line management responsibility for the Service Delivery Officers, Stores Manager and directing mobile Caretakers working across various locations within the borough.

To work closely with other managers, assist with cover of ES Area Managers' absences, working flexibly to support delivery of services across the borough, when required to do so.

Managing Services

- Responsibility for managing the ordering, distribution, storage and use of cleaning materials, uniforms, and other safety equipment, complying with Health and Safety legislation and ensuring that caretakers have adequate and regular supplies to carry out their duties.

- Ensure that electronic inventories and tracking of all stock from the main stores is regularly audited, trackable and reported on a monthly basis.
- To keep inventories of all incoming and outgoing equipment and ensure that all machinery, materials, and equipment are securely stored and properly maintained.
- To be responsible for the issuing of stores and the maintenance of accurate stores records. To carry out regular audits and provide reports on store allocation as required.
- To ensure cover arrangements are in place across the borough, to achieve service standards and delivery.
- To provide the relevant statistics and performance management reports on the activities of the teams, as required.
- Responsible for the maintenance of staffing and management records related to Estate Services, including recruitment, absence monitoring, training, work allocation, supervision, and appraisals.
- To ensure the completion of monthly homeownership returns on the caretaking/estate services functions which are used to provide accurate service recharges to leaseholders.
- To investigate/gather information, draft and present reports as required, pertaining to estate services, and staffing issues.
- To liaise with Council staff and contractors providing other estate services, e.g., Cleaning, Soft Landscaping, Repairs and Maintenance.
- Responsible for administration and implementation of the team training plan designed to improve performance and meet organisational aims and objectives.

Managing Staff

- In accordance with Council policies and procedures, provide line managerial responsibilities for those in your team, dealing with matters associated with recruitment, absence monitoring, performance management, conduct and discipline of staff, as well as the organisation of working arrangements, overseeing the adequate provision of equipment and materials. From time to time to also investigate grievance and disciplinary matters for other teams/sections.
- To be a motivational leader - coaching, inspiring, supporting and guiding your team to achieve their personal and service objectives, encouraging a strong team working, customer focused culture.
- To be responsible for managing staff development within the team, including induction, training, one to one supervision, team meetings and appraisals, ensuring that conditions exist for them to increase their skills and develop in a confident, learning environment.
- To provide training as required to staff within the estate services teams and/or other sections/departments as required.

- To ensure that a safe working environment is provided for all employees in the team, including those working from dispersed estate-based offices; that relevant health and safety issues are included as part of the induction and ongoing assessment of all team members and that H&S issues are addressed in line with council policy and procedures. Work collaboratively with H&S colleagues as required.
- To establish the highest professional standards within the team in accordance with council policy and to monitor that this is maintained throughout your teams.

General

- To ensure that the requirements of the council's relevant policies and procedures are fully observed.
- To ensure that a prompt, helpful response is provided by you and your staff when dealing with queries from, or initiating contact with internal and external service users, their representatives or outside agencies.
- Working with estate service colleagues, seek new and more effective products and equipment for the improvement and efficiency in service delivery.
- At all times to carry our responsibilities/duties within the framework of the Council's Equal Opportunities Policy.
- To ensure that all services within the areas of responsibility are provided in accordance with the council's commitment to "Best Value" and high-quality service provision to users.
- Use and assist others to use information technology systems to carry out duties in the most efficient and effective manner.
- To work flexibly, performing other reasonable, minor, and non-recurring duties appropriate to the post.
- Committed to and display the high-performance behaviours expected of all staff within Home and Communities, to assist in achieving best outcomes in service delivery.

Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Office-Based/Frontline Role

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Experience

Essential criteria	Criteria description	Assessed by
E1	Two years' experience of providing a system support function in an office delivering services to the public. One year's managerial experience.	Application/Interview
E2	Experience of caretaking and estate services provision within the public sector.	Application/Interview
E3	Ability to supervise and manage a large team of dispersed and office-based staff.	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
E4	Knowledge of relevant legislation and issues affecting the provision of a caretaking and estate cleaning service, including an understanding of good customer care practice.	Application/Interview
E5	Ability to analyse information to monitor standards of caretaking, cleaning and contracted services and to produce reports on these services.	Application/Interview
E6	Ability to monitor and analyse team budgets and ensure that an auditable system is in place.	Application/Interview
E7	Ability to participate in the development of new policies and procedures and to seek service improvements.	Application/Interview

Essential criteria	Criteria description	Assessed by
E8	Strong verbal and written communications skills including letter and report writing, chairing meetings, and delivering presentations to liaise with staff, managers, residents, other sections/departments/external agencies and contractors.	Application/Interview/Test
E9	Knowledge of Health and Safety legislation, relevant to the provision of a caretaking and estate cleaning service.	Application/Interview
E10	Knowledge of the issues affecting storage and use of cleaning materials and equipment and to ensure that accurate records are maintained in relation to the purchasing and issuing of materials/stores.	Application/Interview
E11	Skilled in the use of information technology, including word processing, presentation software spreadsheets and inventory software.	Application/Interview/Test
E12	Ability to adopt a flexible approach to team working, be self-motivated and be able to demonstrate an ability to work on your own initiative.	Application/Interview

special requirements of the post

Essential criteria	Criteria description	Assessed by
13	This role will require you to obtain a Basic satisfactory clearance from the Disclosure and Barring Service	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

