

MTVH ROLE PROFILE



Date: 01/12/2025

Role Title (External)	Estate Co-ordinator	Directorate	Customer Services	Location	Sites across Hertfordshire
Reports To	Local Housing Manager	Function / Team		Geographical Spread	Sites across Hertfordshire
Direct Reports	No	Budget Sign-Off Approval Level	Choose an item.	Suitable for Agile Working Options	Yes ☐ No ☒
DBS Check Required	Yes ☒ No ☐	If yes for DBS check, which level is needed? Basic		Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☐

The nature of this role means that the post holder will be regularly involved in activities with vulnerable adults who receive social care. To meet our commitment to providing safe, high quality services to our customers we will complete a basic background check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility

To provide a high quality estate management service, ensuring outstanding customer service and delivery across tenures including leaseholder, shared owners and tenants. Be the accountable Officer at our sites across Hertfordshire providing an efficient, co-ordinated, customer focused service that meets local needs and delivers high standards.

Proactively work with colleagues, customers and stakeholders to co-ordinate services and maximise customer satisfaction across the Hertfordshire sites.

Key Responsibilities and Outcomes

- Be the first point of contact - friendly and professional for customers, contractors and visitors across the Hertfordshire sites.
- Welcome new customers and introduce them to the services and facilities of the scheme

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- To manage the logistics when new customers move in - parking provision, use of lifts.
- Develop and maintain local relationships with customers, internal teams, contractors, key local stakeholders and other stakeholders relating to local issues.
- Take the lead on managing the local environment, working with customers, contractors and stakeholders to ensure that the environment meets service standards and customer expectations.
- Report communal repairs, follow up and monitor until completion.
- Be visible and carry out daily walkabout of all external areas and the internal blocks across the Hertfordshire sites, ensuring that health and safety issues are reported and resolved promptly.
- Liaising with local cleaning and gardening team on site to ensure that any issues are addressed and resolved.
- Carry out monthly estate inspections with the Local Housing Manager.
- Provide assistance to Customers with parking issues and liaise with parking contractor.
- Carry out weekly and/or monthly non-technical checks as required for blocks.
- Undertake practical tasks such as placing rubbish in the correct bins, minor litter picking, stickering obstructions in the communal areas, putting up communal posters and upkeep of the notice boards.
- To download CCTV images as required.
- To secure access to communal cupboards and roof spaces etc.
- Support the Local Housing Manager to resolve any Leasehold and Tenancy related issues.

Liaison and joint working

- Work collaboratively with colleagues in other teams to improve service effectiveness.
- Work cooperatively with external agencies to provide services for residents, MTVH.

Service improvement

- Identify areas for improvements.
- Perform other duties as may be reasonably required by your line manager
- Support other services areas to provide a good service, working jointly to remove barriers and provide efficient and effective services.
- Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in MTVH Code of Conduct which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers.

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- Demonstrate flexibility regarding working patterns.

Other

- Ensure that services provided maintains and enhances MTVH reputation in the market place.
- Follow approved processes and use IT systems that meet the required way of working.
- In carrying out duties take responsibility for the health and safety of self, customers and colleagues across the Hertfordshire sites.
- When required to help with out of hour emergencies

Commented [GJ1]: Not sure we can / should include this

Personal Competencies	Skills / Experience / Knowledge
Essential criteria <ul style="list-style-type: none"> • Well-developed communication skills both written & verbal with the ability to explain information to a variety of audiences • Able to build and sustain working relationships with colleagues and key stakeholders (residents, local authorities, other service providers) • Collaborative approach to partnership working • Be able to use your initiative and think on your feet to problem solve. • To be able to work unsupervised and make decision independently from the Local Housing Manager. • A proven record of delivering excellent face to face services to customers A record of achievement in making a difference 	<ul style="list-style-type: none"> • Good IT skills • A working knowledge of health and safety in the built environment • Good planning, organising and prioritisation skills. • Good standard of written business English. • An interest in the work of MTVH and social housing in particular. Desirable criteria A working knowledge of property and housing management.

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General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.