

**Job title:** Place Manager - Southmere

**Line manager:** Head of Neighbourhoods

**Grade (if applicable):** 2

**Direct reports:** Tenancy & Property Managers



## Role purpose:

The Place Manager is a newly created leadership role designed to provide holistic oversight of one of our flagship regeneration schemes in Thamesmead. The Place manager will be responsible for ensuring that we support in creating a thriving community, safe homes, and well-managed communal and public spaces. This role brings together duties linked to delivery of estate management, tenancy management, property management and building safety under a single lead. The Place manager will be responsible for delivery of these operations through direct management or coordination of services.

This post will allow the successful candidate a unique opportunity to shape and define the role, embedding best practices and aligning service delivery with the organisation's long-term goals. They will lead a multidisciplinary team and work collaboratively with internal teams, contractors, and residents to deliver a seamless, customer-focused experience. The role is central to creating places where people feel proud to live and communities to thrive, and where services are responsive, inclusive, and continuously improving.

The Place manager will have access to a local site office as their principle place of work.

## Success metrics:

- Lead, inspire, and develop your team to deliver a high-performing, customer-focused housing, property and estate management service.
- Foster a culture of accountability, collaboration, and continuous improvement, setting clear expectations and monitoring performance against KPIs and service level agreements.
- Provide housing and property management expertise, ensuring decisions are informed by legislation, regulatory standards, and best practice.
- Ensure seamless delivery of tenancy management, estate services, community safety, property management, building safety and community improvement initiatives.
- Use data and customer insight to tailor services to local needs and resolve issues quickly as well as implementing service improvement initiatives that support sustainability in everything we do.
- Collaborate with internal teams and contractors to maintain high standards across communal areas and public spaces.
- Champion the customer voice and ensure services are responsive, inclusive, and accessible and supportive of our local cultural strategy.
- Promote resident involvement and feedback through meetings, events, and digital engagement, encouraging active participation in shaping services such as My Peabody.
- Identify and support vulnerable residents, ensuring safeguarding concerns are addressed appropriately and in line with policies and procedures.
- Ensure compliance with all relevant health and safety, fire safety, and building regulations.
- Work closely with the Building Safety Team providing necessary information to assist with regular checking and compliance reviews. Follow up to ensure corrective actions from reports are closed out.
- Oversee block management and ensure regular inspections, risk assessments, and estate walkabouts are carried out and recorded in line with service standards.
- Work with the development and new homes teams to ensure smooth handovers of homes and clear communication of responsibilities.
- Contribute to the design and implementation of estate and neighbourhood management strategies at all stages of development incorporating insight and lessons learnt.
- Lead or support service improvement projects, using insights and feedback to drive innovation.

- Represent the organisation at forums and meetings, building strong relationships with stakeholders and promoting the organisation's values.
- Manage service charge and operational budgets effectively, ensuring value for money.
- Oversee contracts with service providers and internal teams, ensuring performance and compliance with good record keeping practices.
- Support the development and review of service charge budgets and financial planning for of homes to ensure transparency, sustainability and accuracy.
- Provide out-of-hours cover as required and contribute to cross-functional initiatives that enhance service delivery.
- Ensure delivery of long term estate management obligations defined under the planning and Section 106 obligations

## About you:

### You will be/need:

- Strong leadership experience in housing, estate, property management or tenancy management, with a proven ability to inspire and manage diverse teams.
- Demonstrable experience managing high-profile, high-density, or mixed-tenure estates, including new-builds.
- Proven track record of delivering excellent customer service and achieving tangible outcomes for a diverse range of residents.
- Good knowledge of housing legislation, building safety, and estate services best practices.
- Experience managing service charge budgets and working with external contractors, managing agents or external suppliers, with strong financial acumen.
- To be financially astute with the ability to understand and effectively manage budgets.
- To be able to use data and customer insight to drive service improvements and resolve local issues quickly.
- Excellent communication skills, with the ability to adapt style to different audiences and influence at all levels.
- Confident decision-maker with a thoughtful, intelligent approach to implementing change and improving services.
- Collaborative and solutions-oriented, able to work across departments and navigate organisational complexity, knowing when to support, and when to push back and hold the line.
- Committed to equality, diversity, and inclusion in service delivery and team leadership.
- Comfortable using digital tools and promoting self-service options to enhance customer experience.
- Membership of a relevant professional body (e.g., Chartered Institute of Housing, IRPM, RICS etc) is desirable. If not already, willingness to undergo an apprenticeship to support with development.
- Demonstrate a considered, intelligent approach to implementing change, with high attention to detail and consideration of customer and employee engagement and the broader organisation.
- Able to demonstrate that you will passionately deliver the organisational values with the ability to apply fluid and flexible leadership style to accommodate organisational requirements.

A full UK Driving licence and access to a vehicle is desirable.

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.