

## **Estates Manager – Kingswood – Grosvenor (Kent)**

The Estates Manager will be responsible for the completion of all property related; SOP's, H&S policy and compliance aspects creating a safe environment for customers and colleagues. Delivering high standards and guest experience across the Maintenance/Property department in support of the General Manager. You will be required to build a team of Maintenance and Groundsmen to maintain the 52 Acres of protected land at Grosvenor Hall.

### **Responsibilities;**

- To ensure that all team members receive an annual formal review with supporting documented monthly one2one review meetings, assessing both business and personal performance and development.
- To ensure all team members are inducted and trained to the right level to meet the needs of the operations and to then develop and prepare them for future progression.
- To support the General Manager to ensure the resourcing meets the needs of the business and is in line with budget.
- To support the General Manager in controlling and overseeing all maintenance and property related centre budget areas in close liaison with the Finance Team and Regional Head of Operations.
- Work with the General Manager to ensure rotas and payroll reflects budgets and is accurately submitted according to company standards.
- Manage compliance to all statutory regulations relating to property; Fire safety, legionella, asbestos , Electrical fixed and PAT
- Ensure that internal and external audits are passed; BAHA, EHO, NSF etc
- 80/20 - feet/seat split

### **Requirements;**

- Maintenance/ Property management experience in a commercial residential setting
- Relevant H&S qualification
- Can demonstrate the ability to manage H&S, SOP's, Compliance and Standards
- Understanding of safeguarding
- Safeguarding or safeguarding training qualification
- Experience of managing and developing teams
- A recognised management qualification
- Experience of HR processes, training and development
- IT literate, Word, Excel, Powerpoint
- Prior experience of property management systems
- Can demonstrate an understanding of customer service
- Prior experience of working in a residential setting
- Is professional, organised and can communicate effectively
- Can demonstrate working to a broad range of KPI's – NPS, Finance, H&S, compliance
- Can demonstrate working to external audit standards BAPA, EHO
- Can demonstrate experience in budgets and staffing
- Relevant skilled labour related qualifications
- Experience of working in the outdoor education sector

## **Kingswood**

We are one of the most experienced providers of outdoor education in the UK. We were founded over 35 years ago and run over 1.2 million activity sessions each year across ten activity centres. Each year we welcome over 175,000 young people from more than 35 countries around the world.

<https://www.kingswood.co.uk>