



The Manor House Trust

The Sternberg Centre, 80 East End Road, Finchley N3 2SY

Estate Manager Recruitment Pack

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Dead line for applications: 9 am Tuesday 29th September 2020

All applications must be via application form to gilly.shulman@mht.org.uk



Background

The Sternberg Centre is home to a number of important Jewish organisations, namely Reform Judaism, Leo Baeck College, Akiva School, New North London Synagogue and Shofar Daycare Nursery. These organisations are represented on the Manor House Trust. Together, alongside other smaller organisations, these make the Sternberg Centre one of the largest Jewish communal sites in Europe. The site is open 7 days per week, 365 days of the year and on a typical term time weekday, there may be upwards of 750 adults and children on site. On special occasions we have had upwards of 3,000 people on site.

The Manor House Trust (MHT) is a registered charity that owns the site known as the Sternberg Centre, which is in the locality known as Finchley in the London Borough of Barnet.

The site extends to seven acres and consists of open land and a complex of buildings.

The site contains the historic Finchley Manor House, which was built in 1723 and is a Grade II* listed building. There is also a stable block of unknown vintage. Extensions to the Manor House were built in the early 20th Century and comprise what we now call the Link Block, the Cell Block and Levy House. New buildings were subsequently added. The Shofar Nursery Building was built in the 1990s, The Akiva School was built in 2006/7 and the New North London Synagogue was built in 2009/10. By association, the whole site is considered as listed by virtue of being within the curtilage of the Manor House. Furthermore, the local area has a very active neighbourhood group, who take a keen interest in how the site operates. For all these reasons, Planning Consent is required for any change of use and alterations to the external appearance of all buildings, together with Listed Building consent for any internal and external changes to the Manor House.

The site is bounded by a historic brick wall to the front and three sides, broken in part by wooden fencing. The grounds consist of drives, car parks, paths, planted beds, grassed areas, a large lawn and a wooded area. There are many trees spread across the property. Many of the mature trees are governed by tree preservation orders, which means that permission from the local authority has to be obtained before any works to these trees can be done. The rear part of the grounds is a Scheduled Monument. This means that all works with the Monument area are subject to the consent of Historic England. Outside of the eastern perimeter wall, there is a strip of land which we also consider to belong to the site although it is currently unregistered at the Land Registry.

MHT owns the freehold of the property. Most of the property is leased to tenants on long term leases. Some leases are fully repairing leases and some are internal only. Tenants of the Manor House and Link Block, although holding leases covering internal and external maintenance, have delegated the responsibility for building maintenance to MHT. Akiva



School, NNLS, Shofar Daycare Nursery and Holmewood School have fully repairing leases covering internal and external maintenance. The remaining tenants have only the responsibility for internal maintenance and so maintenance of the building fabric is the responsibility of MHT.

Following the 21st Century development of the property, the site is subject to an S106 agreement with Barnet Council and has implemented an activities management plan (AMP) to control activities on the site. MHT is responsible for ensuring that all parties on site comply with the S106, the AMP and all planning and listed building and scheduled monument rules.

MHT is governed by a Board of eight Trustees comprising an independent Chair together with representatives of all the major tenants. The Trustees meet twice yearly. The Trust currently employs the Estate Manager, one caretaker and part time gardening staff. The MHT Estate Manager provides office services to support the Trustees.

MHT is responsible for the maintenance and upkeep of the grounds and those buildings that are not leased on fully repairing leases.

MHT provides security services to the site. As a large Jewish communal site, the primary concern is to protect against terrorist attack, but also to protect against anti-social behaviour, vandalism and petty theft. The site is protected by manned guarding whenever the site is open. At other times, the site is linked to a remote monitoring centre. Manned guarding is outsourced to an external contractor (currently OMNI security). MHT provides and maintains the security infrastructure.

MHT provides refuse and recycling for the site.

Due to the historic development of the site, there is common infrastructure across several buildings and MHT maintains these. MHT provides gas and electricity to all the 20th century buildings. MHT is responsible for: the gas, boilers and central heating; water supply, plumbing and waste water drainage; water hygiene; electricity cabling and wiring; fire alarm installation; emergency lighting installation; fire risk assessment; fire extinguisher maintenance; pest control; insurance; cctv infrastructure, access control systems (where installed) and other security hardware.

MHT arranges termly fire and emergency drills for the site.

All costs incurred by MHT are passed back to tenants via the service charge. MHT payroll and accounting services are outsourced to the RJ accounts department and RJ HR Director acts as HR Adviser to MHT. MHT has no independent income other than rental income from leasing or hiring out the properties. The RJ Chief Operating Officer acts as Chief Financial Officer for MHT and is responsible for producing the annual financial statements for MHT and submitting



them to the Charity Commissioners and also produces the annual service charge accounts for MHT, for approval by the MHT Trustees.

As Estate Manager you will be a proactive individual with good organisational and practical skills and you will take a pride in ensuring that the Sternberg Centre is maintained and cared for to a high standard. You will have experience of working in the charitable sector and in facilities management and will ideally have experience of commercial lettings and managing tenanted spaces. Experience of a heritage environment would be an advantage.



Estate Manager

Job Description:

Responsible to: Chair of MHT Trustees

Responsible for: 1 x Caretaker/Gardener + 1 x Gardener

Job summary

The post holder will report to the MHT Trustee Board and the site Management Committee to maintain all common parts of the site and those parts of the site which are owned by MHT or to which MHT has been delegated maintenance responsibility.

The brief is to maintain the premises and the grounds to the highest standards of premises care, commensurate with the Grade II* listed status of the Manor House and its curtilage and the Scheduled Monument, subject to the financial constraints of the charities that operate from the premises. This will include working with all staff to ensure that they are well trained and work as an effective team.

The post holder is also responsible to ensure that the site complies with the S106 agreement and the accompanying Activities Management Plan which the site is subject to, following recent new developments on site.

The post holder is also required to manage those aspects of the site that fall under the remit of 'common services'. This involves co-ordinating between the different tenants and users of the site and to develop and implement policies on such matters as security, car parking, opening/closing times, shared use of common parts etc. This aspect of the role sometimes requires sensitive and diplomatic negotiation between the various parties.

Although primarily an office bound job, the post holder should have an understanding of plumbing, heating and electrical systems and be able and be prepared to be hands on and deal with minor emergencies, such as blocked toilets, blown fuses, boiler malfunctions and similar minor system failures.

Dimensions of the Role

The Estate Manager reports to the chair of the MHT Trustees. The post holder will be expected to work occasional **evenings and weekends** if work demands. Plenty of advance notice will normally be given. The post holder is also the principal site key holder in case of emergency. The post holder is also expected to own a vehicle and be prepared to insure it for work use



and to drive it on company business, typically to shop for petrol and other consumables that may be required on short notice or not easily arranged for delivery or to remove items to the Council tip for recycling, where items belong to a specialist waste stream that cannot be dealt with on site.

Core Duties

The post holder will cover the following core areas:

MHT Trustee Board

- Provide administrative support for the bi-annual meetings of the Manor House Trustees
- In conjunction with the Chair of Trustees: arrange Trustee Meetings – circulate Trustees to find dates/times for maximum attendance, book rooms, provide refreshments. Prepare and present briefing reports. Take minutes of the meetings and circulate. Implement Trustee decisions.
- Deal with the Trust lawyer regarding changes of Trustees.

Tenant Relationships

- To carry out the landlord's responsibilities for the maintenance and safety of the site
- Maintain close and harmonious relationships with all site tenants and hold quarterly site tenant Management Committee meetings at which matters of interest and/or concern to the site tenants can be discussed and resolved.
- Understand and deal with the particular and individual requirements of each tenant, within the overall constraints of a very busy and highly utilised site
- Manage space allocation to ensure adequate and fair usage of the site
- Circulate tenant representatives with advance notice of matters of site wide interest.
- Manage the tenanted premises to ensure all issues are swiftly resolved.
- Manage existing lettings, including lease renewals
- Manage any new lettings processes, working with surveyors or estate agents to market the properties and minimise void periods.
- Commission any legal work associated with new, renewing and existing tenant leases.



General management, financial management and risk

- Proactively review and assess current processes and procedures and identify improvements that are smarter and more cost efficient.
- Carry out a wide variety of administrative tasks to ensure the efficient running of the site services
- Manage, recruit, supervise, train and develop and deploy all site services staff i.e. the Caretakers and Gardener
- Identify the resources requires to maintain the site and service requirements of the tenant organisations
- In conjunction with the Chief Operating Officer, to develop the service charge budget.
- Monitor expenditure continuously to ensure that spend is in line with budget.
- Ensure that tenants are billed accurately and promptly for rent, service charges and incidental charges.
- Establish and maintain an accurate tenancy schedule and arrears record for all the site tenants.
- Ensure that adequate insurance is in place for the day to day operation of the site and make arrangements for any special events or hire.

Energy efficiency and environmental compliance

- Manage environmental compliance and work towards improving energy efficiency and recycling on site.
- Arrange utility contracts for the site: water, electricity, gas, refuse collection, to ensure best economy for the site.

Security and Emergency Planning

- Be responsible for the security of the premises and all classes of people on site.
- In conjunction with the Community Security Trust (CST), identify the security needs of the site and provide staff and infrastructure to provide an appropriate level of protection, including protection against potential terrorist attack, in line with the budget.
- Manage the manned guarding contract to ensure security to the site, appropriate to one of the largest Jewish communal sites in Europe. To periodically review the contract to ensure that it is still competitive.
- Manage the security infrastructure which includes access control, intruder alarms, CCTV (cameras, redwalls, DVR and remote monitoring connection), panic alarms, automatic gates, radios and other security aids to ensure that all equipment and infrastructure is maintained in full working order at all times.
- Be competent in the operation of the security equipment in order to be able to interrogate alarms or review CCTV footage when incidents occur.



- Liaise with the CST who partly fund the security costs and who operate remote surveillance of the site overnight and during public holidays, when manned guarding is not in operation.
- Act as principal key holder to the site for emergency situation alerts, including being on call to attend for out-of-hours alarm calls from the site monitoring centres.
- Maintain good relations with the local fire brigade, Police and neighbours. Maintain the Emergency Plan for the Sternberg Centre and organise and implement a twice termly programme of fire and emergency drills for the site.

Health and Safety and Fire Safety

- Take the lead role in the implementation and monitoring of the Trust's H&S policy and fire safety strategy
- Liaise with site tenants over matters of common H&S concerns.
- Secure external H&S and fire safety advice as required
- Manage the fire alarm systems, emergency lighting systems and fire extinguishers to ensure that they are properly maintained and updated in line with regulations at all times.
- Conduct an annual review of emergency evacuation and fire procedures

Repairs and maintenance

- Proactively maintain an ongoing schedule of works ensuring adequate budgets/funds are available when required
- Ensure that all buildings and services are subject to appropriate care and maintenance.
- Devise and implement a planned maintenance programme for the buildings, grounds, gardens and woodland
- identify and appoint contractors and oversee successful completion of building works, including emergency repairs
- Manage the caretakers and contract handyman and agree a weekly/monthly work schedule
- Regularly check the state of the buildings to identify necessary maintenance issues and ensure that they are subsequently addressed by the handyman or specialist contractors, as needed
- Ensure that all necessary maintenance work is booked in with the appropriate contractor on a timely basis.
- Be familiar with the location of all water stop cocks and taps, electrical supply switches, gas stop cocks and heating switches, in case of emergency.

External Relationships

- Liaise with the CST and local police



- Maintain good relationships with the officers of the London Borough of Barnet and English Heritage
- Maintain good relationships with local residents and other local community organisations
- Liaison with the Health and Safety Executive in connection with safety matters

Staff Management

- Day-to-day management of Caretaking and Grounds staff (max 2 people)
- Ensure that staff are motivated and understand what is required of them
- Meeting regularly with HR Advisor to MHT for support and advice as required
- Run annual appraisals, set and review objectives for reportees

Other

- Advise and lead in the planning and implementation of major/critical site events e.g. High Holy Days
- The post holder must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work
- Undertake occasional training as required
- Participate in regular supervisions and annual appraisal with line manager.
- Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by MHT



PERSON SPECIFICATION – ESTATE MANAGER

We are looking for a proactive, energetic and enthusiastic individual with great organisational skills, well developed team management skills and demonstrable experience of facilities management, with a keen eye for process improvements, preferably in a heritage context.

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge and Qualifications:

Essential

- A relevant educational qualification e.g. ILM/City & Guilds Level 3 in Facilities Management or equivalent proven experience
- Knowledge of facilities management
- Knowledge of building management
- Knowledge of grounds maintenance and gardening
- Knowledge of woodland management
- Knowledge of planning, listed building and scheduled monument rules

Desirable

- Knowledge of best practice in the heritage environment
- Knowledge of conservation issues
- Project management experience
- Knowledge of insurance issues
- Knowledge of legislation that applies to organisations e.g. Employment, Health and Safety, GDPR, etc
- Familiarity with or ability to learn the specific cultural needs of the Jewish Community

Skills and Personal abilities:

Essential

- Positive and enthusiastic approach
- Proactive, self-motivated achiever
- Ability to build effective relationships with a wide variety of people
- Ability to manage many priorities concurrently
- Ability to deal with difficult situations, calmly
- Strong and effective administrative and organisational skills



- Strong leadership and team working skills
- Good time management
- An understanding of heritage
- An understanding of rented property management and lettings
- High level of communication skills, both written and verbal
- High level of IT skills covering both hardware and software.
- Ability to administer and operate a range of specialist software packages, including the Microsoft suite of office programmes, the site booking system, software packages for access control, ID badge making and CCTV recording (training will be provided on non-Microsoft packages).
- Commitment to MHT equality and diversity policy and the ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds
- Be a qualified driver with own car

Desirable

- Willing and able to be hands on and deal with caretaking, gardening and maintenance issues when staff are either unavailable or when it may be economical to avoid late working or overtime working by staff.
- Willing and able to adjust working hours to maximise cover of MHT staff during the hours that the site is open.

Experience:

Essential

- Experience of providing effective premises and facilities management in a multi-use site
- Demonstrable experience working within the charitable sector and with voluntary leadership
- Demonstrable experience of identifying and implementing process/systems improvements that have resulted in monetary savings
- Managing a small staff team, successfully
- Dealing with a wide variety of external organisations/stakeholders
- Managing planned maintenance programmes
- Managing budgets
- Managing projects



Terms & Conditions

Estate Manager

Line Manager:	Chair of MHT
Probationary Period	6 months
Notice Period:	0 - 3 months - 1 week 3 - 12 months - 2 weeks 1 - 4 years - 4 weeks Thereafter you will be entitled to receive and to give no less than 12 weeks
Hours:	9 am to 5.30 pm Monday to Thursday (1 hr for lunch) 9 am to 3.00 pm Friday (1 st November to end Feb) 9 am to 4pm (1st March to 31st October) 30 mins for lunch on Friday. All lunch times are unpaid. These hours equate to an average of 36 per week. As a senior manager there will be occasions where you will be expected to work over and above the hours. Over time is not paid. You may be entitled to adjust your working week by mutual agreement with your line manager.
Location:	The Sternberg Centre, 80 East End Road, Finchley, N3 2SY and from time to time other locations within the UK if requested.
Salary:	c£42,000 p.a. - £44,000 p.a. (according to skills and relevant qualifications and experience)
Pension:	MHT complies with the employer pension duties in accordance with Part 1 of the Pensions Act 2008. MHT will contribute 5% to the Sternberg Centre Pension Scheme from commencement of employment. You will be required to contribute 3%.



Upon completion of 2 years' service MHT will contribute a further 2% (i.e. a total of 7%) employer contributions.

Expenses:

You will be reimbursed for reasonable out of pocket expenses incurred in the proper performance of your duties. The details of the expenses policy are set out in the Staff Handbook.

Holidays:

4 working week's holiday per calendar year pro-rata at times to be arranged with the line manager. Holiday entitlement accrues from the first day of employment. In addition to all statutory public holidays you will be entitled to all Jewish holidays as observed by the Reform Movement. Holiday entitlement increases by 1 day per annum. You will receive 25 days upon completion of three years' service.

Employee Assistance Programme:

MHT subscribes to an Employee Assistance Programme with WorkPlace Options on behalf of all of its employees.

Sickness or Injury:

There is no entitlement to paid sick leave for the first three months of employment. A detailed schedule of entitlement to sickness payment is included in your Statement of Particulars.

Health Care Scheme:

You may participate in an optional contributory health care scheme which is currently with BUPA. It may be extended to include partners and offspring. Further details are available from the HR Advisor to MHT.

Training:

You will, in consultation with your line manager, endeavour to develop yourself through personal learning and training courses. You will be offered an annual appraisal and development interview.

Contract:

You will receive a written Statement of Particulars on or before commencement. Your



contract of employment consists of these Terms and Conditions, the accompanying offer letter and your written Statement of Particulars which you will receive. For the avoidance of doubt in the case of discrepancies between these documents the Statement of Particulars takes precedence.

Staff Handbook:

A Staff Handbook will be issued to you. It covers such issues as Health & Safety, grievance and disciplinary procedures and other personnel policies and outlines procedures followed by Reform Judaism. Whilst you are required to familiarise yourself with its contents, it does not form part of your contract.

Safer Recruitment

It is our policy that two references are taken for all appointments. You may be subject to DBS clearance (which we will pay for) and you may be asked to provide documentary evidence of your qualifications.