



Creating great homes together

# Role Profile

**Position**

**Estates & Compliance Supervisor**

**Reporting to**

**Estate Compliance & Service Delivery Manager**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- To lead and manage a team of Estates & Compliance Officers.
- To provide a comprehensive service ensuring communal areas are well maintained and compliant with fire safety and health & safety policies and legislation.
- To provide advice and guidance to customers, colleagues and contractors on all elements of estate services

## What you take care of

- To lead and manage a team of Estates & Compliance Officers across Dorset and Somerset, implementing change as required.
- To work as part of the estate services supervisory team, being a point of contact for any colleagues within the wider team.
- To achieve high colleague satisfaction levels, ensuring colleagues are well motivated and good ambassadors for Magna
- To deal with staffing issues such as performance, unacceptable sickness, workloads, conditions and health and safety
- To carry out regular catch-up conversations with the team, as well as van and PPE checks
- To be responsible for the health and safety of the team, customers, and others in the work that is delivered
- To carry out risk assessments where required and ensure that all team members follow guidance given and independently assess risks in their day-to-day activities
- To carry out regular inspections ensuring work is of a high-quality standard
- To plan day-to-day tasks considering resource and weather

## What you need to be successful

- Committed to Magna and its customers.
- You are flexible to meet the needs of the customers and Magna Housing.
- Passionate about Performance.
- You ensure that your work is accurate and "right first time".
- Lead by example.
- You challenge inappropriate behaviours and attitudes.
- You can communicate effectively in a range of situations.

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

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Approved: