



## **Job Description - RMO Manager**

### **Purpose of the Role**

To lead on delivering high-quality housing and estate services with the support of a resident-led management committee, ensuring that the Resident Managed Organisation (RMO) is financially well-managed and that the estate fabric is well-maintained and progressively improved to ensure it is fit for the future. To be responsive to residents' needs, while upholding the RMO's values of community empowerment, transparency, and collaborative decision-making. To ensure the RMO achieves the objectives and targets set out in its business plan.

### **Key Responsibilities**

#### **1. Estate Management and Maintenance**

- Oversee day-to-day estate operations, ensuring a safe and well-maintained environment.
- Organise repairs, planned maintenance, and improvement works. Maintain accurate records of inspections, repairs, resident interactions, compliance activities and income collection.
- Ensure compliance with regulations and statutory requirements, keeping the committee informed of risks and action needed.
- Monitor performance, ensuring all housing management targets are met including rent arrears, repairs, tenancy audits, vulnerable tenants welfare checks, repairs and void targets.

#### **2. Resident Engagement and Support**

- Act as a visible, approachable presence and ensure the office is open at the agreed hours.
- Support residents in understanding tenancy conditions, estate rules and RMO processes, as well as their rights and responsibilities as RMO members.
- Handle enquiries, complaints and service requests with a community-focused approach, managing disputes between residents, or between residents and the RMO, sensitively and in accordance with agreed policies.
- Work with residents and the committee to promote community cohesion, participation and local initiatives.

#### **3. Procurement and Contract Management**

- Procure, contract, monitor and manage relationships with contractors, providing appropriate oversight to ensure they deliver value for money and an efficient and responsive service to all tenants and residents, within budget and in line contractual obligations and RMO expectations.
- Work with the Committee and the Council's designated officers to ensure that works within the responsibility of the Council are effectively project managed, deliver good value and are developed in partnership with residents.
- Support the committee in reviewing all contracts and service level agreements.

#### **4. Financial Management**

- Lead on developing estate budgets and take day-to-day responsibility for managing these in line with RMO financial controls.
- Work with the RMO Treasurer to prepare accounts for the annual audit, ensuring the RMO's accounts, financial processes and policies and procedures comply with the requirements of internal and external auditors.

## **5. Rent and Service Charge Collection**

- Ensure the effective collection of rent and service charges in line with agreed policies.
- Control arrears by taking appropriate action such as offering early intervention, advice, and signposting to support services.
- Promote a culture of fairness, transparency, and accountability in all income-related processes.

## **6. Line Management**

- Line management responsibility for the RMO's Administrator, providing leadership and oversight as well as support and professional development.

## **7. Supporting the RMO Management Committee**

- Provide professional advice to the RMO management committee on housing management, compliance, and estate issues, presenting data in the most accessible form to support informed decision-making.
- Advise on RMO compliance with the Management Agreement with WBC.
- Work with the Committee on initiatives to drive up membership, broaden its skills base, increase capacity and raise its profile as a community organisation.
- Support governance processes, including meetings, consultations, training provision and resident engagement activities.

## **8. Relationship with Wandsworth Borough Council (WBC)**

- Act as the primary point of contact with WBC, maintaining a productive and professional working relationship with WBC's housing team.
- Ensure the RMO fulfils all reporting, monitoring, and compliance obligations to WBC within required timescales.
- Support the Management Committee in maintaining and, where necessary, renegotiating the management agreement with WBC, ensuring the RMO's interests and autonomy are appropriately protected.
- Represent the RMO on relevant external forums and at local sector events.

## **Working Conditions**

- Office-based with regular on-site presence and visibility.
- Occasional evening work, primarily to support Management Committee meetings (generally ten each year).
- Some flexibility required to respond reasonably to urgent out-of-hours estate issues.
- The successful candidate will need to be able to access third floor flats with no lift access.

# Person Specification - RMO Manager

## Qualifications and Experience (assessed at shortlisting)

### *Essential:*

- At least three years' experience of housing or estate management with direct involvement in day-to-day operations;
- Experience working in a community setting, with an understanding of resident engagement;
- Experience working alongside a volunteer-led management committee;
- Experience managing budgets and financial reporting;
- Experience managing contracts and contractors in a relevant context;
- Working knowledge of community-led governance arrangements;
- Strong understanding of relevant legislation, regulatory frameworks and compliance requirements (e.g., anti-social behaviour; building and repairs; health and safety; safeguarding).

### *Desirable:*

- Relevant housing qualification (e.g., CIH Level 3 or above) or commitment to obtaining one;
- Knowledge of tenancy law.

## Skills and Competencies (shortlisting and interview)

### *Essential:*

- Strong numeracy skills and ability to prepare, monitor and report on budgets;
- Demonstrated ability to effectively manage rent and service charge collection;
- Ability to negotiate and draft contracts and service level agreements and to oversee delivery;
- Ability to support committee-led governance and accountability;
- Ability to communicate clearly and professionally with a range of audiences;
- Strong organisational skills and ability to work effectively without close supervision;
- Confident user of Microsoft Office, finance and housing management systems.

### *Desirable:*

- Ability to analyse and communicate complex financial information;
- Confident user of M365.

## Personal Attributes (assessed at interview)

### *Essential:*

- Committed to resident empowerment and community-led decision-making;
- Builds trust with stakeholders and maintains effective working relationships;
- Sound judgement, with a proactive and problem-solving mindset;
- Resilient and able to manage challenging situations confidently;
- Operates with integrity, transparency and discretion.