

**BARKING
RIVERSIDE**

L&Q

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MAYOR OF LONDON

Estates Manager Barking Riverside

Candidate Briefing
Document 2021

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Dear Candidate...

Thank you for your interest in the role of Estates Manager for Tandem Property Asset Management, situated at the ongoing community project, Barking Riverside - in collaboration with Barking Riverside Limited (BRL).

Barking Riverside is a growing community that will ultimately comprise over 10,000 new homes, improved transport connections and facilities on the River Thames in East London. One of the most exciting new developments in Europe, this project will eventually create a whole new district in London, representing a major asset for the community. The project will include over 40% social housing, new schools, riverside walks and a vibrant new neighbourhood.

Tandem were selected after a thorough tender process involving 13 other parties. The selection panel was made up of multiple stakeholders, including Barking Riverside residents, who engaged with the process through the development's emerging Community Interest Company, a legacy stewardship vehicle for the development. The panel selected Tandem for its senior level experience, professional skills, environmental, social, and governance commitments and innovative thinking. Tandem uniquely identified the positive need to create a culture and environment that encourages opportunity through collaboration, helping to build a place where everyone feels a genuine sense of purpose, belonging and pride.

The incoming Estates Manager will be expected to embrace these values which Tandem prides itself on, working alongside Barking Riverside's emerging Community Interest Company and BRL, to help create a neighbourhood like no other; as part of the Tandem team, the role requires a best-in-class service approach at all times with openness and innovation.

Please read on to understand more about the asset and this unique opportunity.

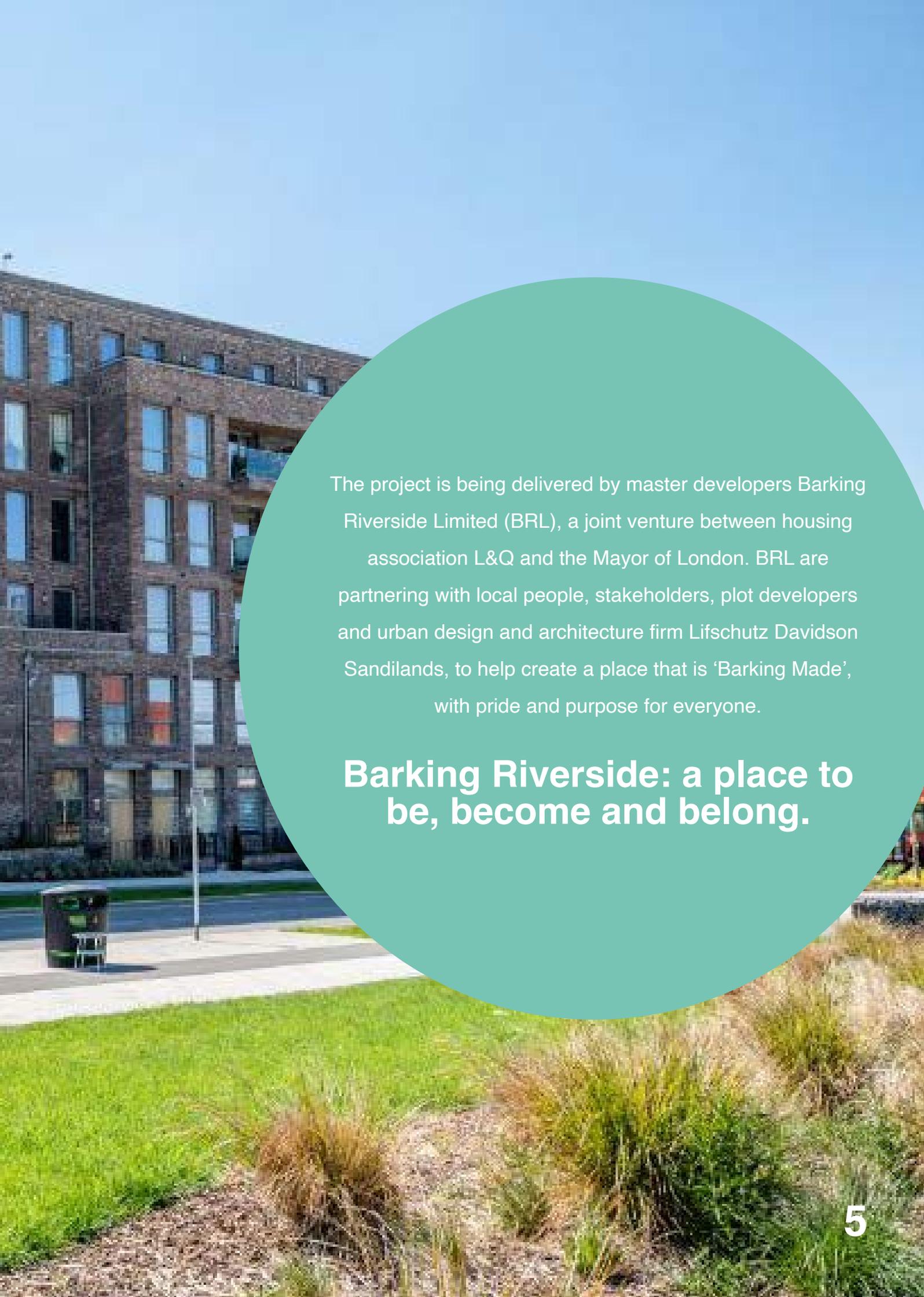
About Barking Riverside

Overview

Overlooking London's iconic River Thames, Barking Riverside is founded on an ambitious vision for what placemaking can achieve.

One of the most exciting new developments in Europe, the project will help transform a 443-acre former industrial site into a new London district that everyone can be proud of.

Co-created in close partnership with existing residents, the area is growing to become an exciting and vibrant neighbourhood of over 10,000 homes, commercial and leisure space, new schools and facilities, public open spaces and riverside walks. Connectivity will be enhanced by a new London Overground station and an Uber Boat by Thames Clippers pier.



The project is being delivered by master developers Barking Riverside Limited (BRL), a joint venture between housing association L&Q and the Mayor of London. BRL are partnering with local people, stakeholders, plot developers and urban design and architecture firm Lifschutz Davidson Sandilands, to help create a place that is ‘Barking Made’, with pride and purpose for everyone.

Barking Riverside: a place to be, become and belong.

About Tandem Property Asset Management

Overview

Tandem Property Asset Management was formed in 2017 to bring together business from Farebrother and Tuckerman. Joint Senior Partners John Jones and Lisa Riva were appointed on 1 March 2019. The Tandem team has 5 Partners and a total current staff of 40 working in London, Birmingham, Leeds and Newcastle. They manage 473 office, retail and leisure properties, with over 2200 tenants. They oversee a rental income collection of £183m and manage 81 service charge accounts with a budget spend of £14.6m.

Tandem is a leading independent real estate advisory business specialising in property asset management. They work alongside investors with an unrivalled level of commitment. As they continue to develop and expand their independent and specialist service on a UK basis, Coronavirus continues to have a profound impact on the economy, our community and the environment. In this time of change, Tandem's approach, together with their core values, means that they can reach and adapt quickly to expectations and present new solutions.

Barking Riverside

Barking Riverside Limited (BRL) is a joint venture between GLA Land and Property Limited and London & Quadrant Housing Association. The regeneration of Barking Riverside is underway, with over 1,500 homes already completed, two new primary schools, a secondary school, a community centre and shops, along with an extension to the Gospel Oak Overground line to connect to Barking Riverside.

Tandem took over the Estate Management of Phase 1, known as 'Rivergate', including the public realm, the Rivergate Community Centre and the neighbourhood commercial units this summer. The team will also begin to work alongside BRL on 'Phase 2', where homes and facilities are currently being delivered in the Northgate area of the site, including The Wilds Ecology Centre and Envac Waste Service.

John Jones, Senior Partner at Tandem details "Barking Riverside is one of the most exciting new developments in Europe and will create a whole new district in London. This is a major appointment for Tandem and we are delighted to be working as partners with BRL. The Estate represents a major asset for the community, and we will use all our experience and skills to protect and enhance the asset as it continues to grow. We are determined to deliver a best-in-class service with openness and innovation at all times."

Who Are BRL?

Barking Riverside Limited, known locally as BRL, are a joint venture between L&Q and the Mayor of London. They are the company behind the delivery of the new homes and facilities at Barking Riverside. Responsible for the overall design, planning and placemaking, leading the major infrastructure projects and working with housebuilders who are building homes here.

Barking Riverside is a collaborative project with continuous input from all major stakeholders.

Barking Riverside is taking shape

Delivering a state-of-the-art infrastructure including:



Healthy New Town



10,000+ new homes



Community-led
Infrastructure



Brand New
Overground Station...



Direct River Access



7 new schools



Network of footpaths
and cycleways



21 hectares of open
space and sports
pitches

The Role

**Estate Manager –
Barking Riverside**

Key Responsibilities:

- To lead the Estate Management Team onsite and develop core management strategies.
- To manage all operational aspects of the Estate.
- To provide a secure and safe environment for the residents, commercial tenants, and staff across the Estate.
- To establish, maintain and enhance a customer service culture amongst the contracted service providers.
- To support the development of activities to enhance the lifestyle of residents based around the public realm and community facilities.
- To manage and supervise in-house staff and oversee the work of the in-house operations teams and third-party contractors and suppliers.
- To ensure the development is maintained to the standard which meets the expectation of the client and customer.
- To ensure full compliance with the Legal and Statutory regulations across the Estate at all times.

Duties and Responsibilities

Operations

- Ensure the Estate is being managed efficiently and effectively within agreed parameters. Agree and monitor SLA's and KPI's in respect of operations e.g. security, maintenance, cleaning, resident's amenities etc. Oversee the provisions of operating procedures across all activities. Undertake regular reviews of best practice in respect of site operations in conjunction with service providers.

Environment

- Oversee the activity of the community and Security teams (where applicable) to provide a safe environment. Oversee the management of information to residents originating from site e.g., website etc.

Customer Relations

- Manage and develop a supportive and sympathetic service to residents and respond to complaints in line with the established procedures.

Administration

- Ensure that all Estate Management documents are held securely (or otherwise) and are in compliance with Data Protection. Maintain records and administration systems in respect of site activities, as determined by Tandem and BRL.

Financial

- Review monthly budget v expenditure working alongside the Tandem finance team.
- Present Estate & Operational Reports to the client.
- Prepare annual service charge budgets for review and presentation to the client.
- Provide operational information to support the preparation of the annual service charge budget. Support expenditure to date reports.
- Support the collection of arrears where required by Tandem's finance team.
- Assist the Block Managers where required with enquiries from residents in relation to the Estate Management service charge.

Leasehold

- Monitor and report compliance with the terms of the block and plot lease and the Estate Management policies in place.

Staff and Contractors

- Oversee the management of directly employed staff (where applicable) ensure all site-based staff/contractors act responsibly, safely, and politely at all times.
- Liaise with Tandem's senior team and HR Consultant in relation to the day-to-day issues that arise such as grievances, disciplinary etc.
- Ensure that staff/contractors wear appropriate uniforms / PPE.
- Ensure that all contractors and staff attending site have been inducted and have the relevant permits to work etc.

Maintenance

- Ensure that the maintenance of the estate is undertaken in accordance with principals of good Estate Management, PPM plans in place and CAPEX costs approved by BRL.
- Ensure that day to day repairs and maintenance issues are reported, tracked and actioned promptly and efficiently.

Health & Safety

- Be fully familiar with Tandem's H&S policy, liaise with the approved H&S advisor to review and minimise risk in all respects across the Estate.
- Ensure that appropriate risk assessments are in place and updated in accordance with legislation/ best practice.
- Ensure that third party suppliers, contractors and service providers are working within the estate H&S frameworks. Establish appropriate disaster recovery and contingency planning.
- Ensure that all compliance records are maintained.

Stakeholder Relations

- Develop and maintain links with local stakeholders such as emergency service, local authority departments, commercial tenants/entities etc.
- Present a monthly report in respect of the performance and function of the Estate Management service to Senior Partners at Tandem.
- Be familiar with legislation relevant to the management of an Estate and in conjunction with BRL, ensure the operation meets and surpasses best practice service provision.

Experience

- Similar Estates or Mixed-Use Experience is essential
- Ability to work using initiative to problem-solve
- Able to demonstrate excellent customer service delivery and team leadership
- Good communication skills in relation to managing relations with key stakeholders, communicating with external service providers, and reporting.
- Understanding of Estate maintenance and ability to manage major contracts.
- Willingness to learn new skills and undertake training where required.
- To be able to demonstrate the behaviours and values required as outlined by Tandem Property Asset Management, helping to build a place where everyone feels a genuine sense of purpose, belonging and pride.

Process

For further information or to make an application please contact Tandem's recruitment partner The Management Recruitment Group:

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