

Impact Housing Association Ltd

Role Profile

JOB TITLE: Property Services Manager

SCALE: Senior Officer 2 (SCP 38 – 41)

TEAM: Property Team

**LOCATION: Nook Street, Workington
/Centre 47, Carlisle**

REPORTS TO: Head of Property

DATE: September 2018

Job Purpose

- Take the lead responsibility for provision of excellent services in relation to reactive, compliance workstreams and cyclical maintenance programmes for stock owned and/or managed by Impact Housing Association (IHA).
- Ensure the Health and Safety legislative requirements are met in relation to all regulatory compliance including gas servicing, electrical inspections, fire safety, Legionella, Asbestos and Construction Design Management within the scope of legal, regulatory and organisational expectations.
- Lead and supervise the work of the Property Team in delivering a responsive repairs and void maintenance service.
- Lead and supervise the work of the Compliance Team in delivering assurance to tenants, stakeholders and the regulator.
- Tendering and management of contracts in relation to reactive and cyclical services including out of hour's service, damp and structural repairs, landscaping and cyclical decoration.
- Ensure contractors deliver a high standard of work through the consistent application of key performance indicators, site supervision, monitoring the management of complaints by the team.
- Manage and monitor the budgets allocated to the team, with a responsibility to liaise with the Stock Investment Manager on future investment planning across Impacts asset base.
- Ensure excellent service delivery through working with other teams including; Neighbourhood Officers, Income Management and Customer Service Teams.
- Work with the Head of Property to lead the Property Team in driving forward service improvement and efficiencies; delivering Value for Money to tenants and stakeholders.

Valued Behaviours

The Valued Behaviours for all staff throughout IHA are attached separately.

Key Responsibilities

1. Lead and manage responsive repairs and void works activities ensuring jobs are achieved on time and to a high standard, within budgets and in accordance with Impact's policies and procedures.
2. Lead and manage the cyclical and compliance works activities ensuring the team delivers assurance to customers, stakeholders and the regulator, within budgets and in accordance with Impact's policies and procedures.
3. Manage the day to day work of the Property Team with a range of quality control measures, in respect of the programmes of work, including: contractors' performance, site supervision and product evaluation to ensure that the Association, its contractors and suppliers are providing a high standard of work and service.
4. Ensure systems for monitoring of the receipt of and progress of enquiries and orders placed through the responsive repairs ordering system are effective and value for money can be achieved through accurate evaluation and commissioning of remedial works.
5. Manage delivery of contracts across the Property Service including procurement, set up and implementation of new contracts and performance reporting systems, monitor compliance and take action where standards or performance falls below those outlined within contracts.
6. Work with the team to manage and monitor the budgets allocation across the Property Team workstreams, developing responsibilities for individual members within the team.
7. Work with the team to develop policies and procedures relating to the various workstreams, review these as necessary, ensuring compliance with statutory or regulatory requirements and reflecting good practice.
8. Ensure property surveys and option appraisals are carried out when required, and in conjunction with the Head of Property establish and prioritise maintenance works and cyclical services as required.
9. Assist the Head of Property in the setting up of future programmes and budgets and ensuring value for money is achieved within current budgets.
10. Work effectively and flexibly with colleagues including participation in the rota to provide expert advice to the out of hour's emergency repairs service.
11. Work with the team to provide operational training and advice to Neighbourhood Officers, Income Management and Customer Service Teams, to ensure that the service to customers is maintained at a consistently high level both at normal and peak periods.

12. Liaise, consult with and provide advice to other relevant staff on tendering of contracts to ensure that residents are fully consulted about proposals, the programme and content of works affecting their home.

Other responsibilities

13. Keep abreast of legislation and good practice, gather information, develop systems and databases and monitor performance of programme delivery against targets, helping the Property Team to track investment needs and ensure compliance with legal and regulatory standards.
14. Provide advice to the Property Team, contributing in the development of future programmed maintenance strategies.
15. Keep informed and updated on good practice and statutory and regulatory requirements and implement as necessary.
16. Contribute to the future direction and work of the Property Team including setting the annual plan in conjunction with the organisational delivery plan.
17. Carry out any other duties consistent with the purpose and grade of the post and ensure that the best possible standards of service delivery are maintained.

General

18. Ensure internal business processes are followed in line with the IHA's policy, procedures and statutory requirements.
19. Ensure that all data protection requirements are met in accordance with the IHA's policy, procedures and statutory requirements.
20. Attend and actively participate and lead team meetings, line managements, appraisals, annual planning, training and Impact mandatory events. To be an active, positive and effective member of the team.
21. Take a full and positive role in training courses as and when required, which may include responder First Aid training.
22. Undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected. Co-operate with IHA so that IHA can fulfil its duties under health and safety legislation.
23. Ensure that health and safety requirements are met in accordance with all IHA's Health & Safety policies, procedures and arrangements; in particular carrying out and reviewing risk assessments relevant to your location and implementing relevant control measures.
24. Work flexibly and collaboratively with other staff and partners and stakeholders to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of IHA's Blueprint and Customer Offer, as appropriate.

25. Undertake all duties in accordance with IHA's Diversity Policy and all other relevant policies and procedures.
26. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

PERSON SPECIFICATION – PROPERTY SERVICES MANAGER

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Practical & Intellectual Skills</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to make clear written and oral reports • Ability to analyse complex data, identify trends, exceptions and anomalies • Ability to work under pressure and to meet deadlines • Good IT skills across a range of application • Actively promote value for money and efficiency • Skilled in staff management, including specialist technical staff 	<p>Essential (1) Essential (2) Essential (3) Essential (4) Essential (5) Essential (6) Essential (7)</p>	<p>Application Form/Interview/Refs Interview/References Application Form/Interview Interview/References Application Form/Interview Application Form/Interview Application Form/Interview</p>
<p>Experience</p> <ul style="list-style-type: none"> • Managing responsive repairs and void maintenance service including contract management and building defect diagnosis • Managing cyclical maintenance programme including contract management/ setting up servicing programmes • Experience of management and control of significant budgets within a demand led environment • Experience of managing, co-ordinating and developing staff • Experience of building internal and external relationships • Experience of tender and contract procedures 	<p>Essential (8) Essential (9) Essential (10) Essential (11) Essential (12) Essential (13)</p>	<p>Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview</p>
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • Good standard of general education including literacy and numeracy • BOHS P405 Asbestos qualification or equivalent or a commitment to gain it within an agreed timescale which reflects the requirements of the qualification • HND Building Studies qualification, or a building trade qualification, or a commitment to gain it within an agreed timescale which reflects the requirements of the qualification • Degree level education or equivalent through relevant training/experience 	<p>Essential (14) Desirable (1) Desirable (2) Desirable (3)</p>	<p>Application Form Application Form Application Form Application Form</p>

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Other</p> <ul style="list-style-type: none"> • You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to out of hours emergency calls • Full drivers licence valid for the UK & access to a car for business purposes • Willingness to undertake any training required 	<p>Essential (15)</p> <p>Essential (16)</p> <p>Essential (17)</p>	<p>Application Form</p> <p>Application Form</p> <p>Interview</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • See separate document attached 	<p>Essential (18)</p>	<p>Interview</p>

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Valued Behaviours

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017