**JOB DESCRIPTION**

**Post: Property Services Manager**

**Responsible to: Director of Assets & Housing**

**Line Management of: Property Services Administrator**

**Overall Purpose:**

The Property ServicesManager’s responsibilities will cover the whole range of property related services. This includes responsive maintenance, voids, cyclical and planned maintenance, landlord compliance (gas, electrics, fire safety, asbestos, water, lifts), M&E services, capital works and some development related activity. This is primarily an operational management post, but with scope to be involved in strategic asset management.

**Overall Objectives**

* Responsible for the operational oversight of property services to ensure that Ability Housing is compliant with all statutory and contractual duties, Health and Safety legislation, regulatory requirements and best practice within the sector.
* Manage the performance of the Property Management service, ensuring that there is consistent achievement against key performance indicators and delivering service improvements.
* Work with colleagues in Housing Services and Care & Support to develop a customer focussed property management service that delivers value for money, appropriate to the nature and geographical spread of our stock.

**Key Responsibilities**

**Operational Management**

* Responsible for the line management of the Property Administrator, ensuring performance delivers to agreed objectives.
* Work with external consultants to manage contractors and service providers, representing the interests of the client, Ability Housing and ensuring there are clear lines of responsibility and accountability.
* Work in collaboration with the Housing Services Manager and other colleagues to deliver seamless services across the housing and property management functions.
* Assist in the development and implementation of best practice systems, procedures and processes to deliver excellent services.

**Property Services - Technical knowledge**

* Technical knowledge relating to building construction methods and materials, building standards and defects, schedule of rates, building design and services.
* A good working knowledge of relevant statutory frameworks applying to residential properties.
* Able to inspect and diagnose repairs, recommend solutions and produce simple specifications and schedules of work.
* Provide advice and guidance on building maintenance and property services to colleagues and customers.
* Communicate technical matters effectively to a non-technical audience.

**Responsive repairs and voids**

* Ensure that policies, procedures and processes are fit for purpose and kept up to date in relation to legal or regulatory changes.
* Lead the contract management and performance review meetings, ensuring that Just Housing Group (JHG) delivers the services as specified, that KPIs are met and improvement plans put in place where necessary.
* Provide technical advice to the service delivery teams where required, or ensure that advice is obtained from external sources.
* As required, to inspect and diagnose repairs, prepare specifications for works and manage the delivery of works on site, either directly or via others.
* Progress and resolve any disrepair notices that may be served in accordance with procedures.

**Aids and Adaptations**

* Ensure that the minor aids and adaptations service is effectively managed, liaising with the Housing Management team and Occupational Therapists (OT’s).
* Provide guidance and direction to service providers where required so that the budget is managed well.
* Oversee the Disabled Facilities Grant (DFG) process, ensure that grants are applied for and best practice is followed.

**Planned maintenance and major repairs**

* Maintain accurate and comprehensive property information and stock condition survey records, including verifying data as required.
* Work with the Director of Assets and Housing and external consultants to develop short and long term asset management programmes to ensure that the association’s stock complies with all statutory requirements and the agreed “Ability Standard”.
* Project manage the planned maintenance programme.
* Ensure that projects including external/communal decorations and repairs, new kitchens and bathrooms, major element repairs and others are completed in line with the asset management strategy and meet the association’s financial management requirements.
* Performance manage the delivery of PM and major repairs, ensuring that contractors and other service providers meet service delivery requirements, H&S and other targets.
* To identify ad hoc major repairs and minor projects as they arise and recommend priorities and action required.
* Work in collaboration with the housing management team to ensure regular estate inspections are carried out
* Effectively address property management concerns, providing advice and guidance where required and maintaining effective communication.

**Property compliance and Health & Safety**

* Ensure that the Association is fully compliant in respect of its landlord H&S obligations, working effectively with internal staff, external consultants and service providers.
* Carry out all duties in line with up to date legislation and best practice, providing advice and guidance to colleagues.
* Ensure that risk assessments are regularly carried out and oversee the delivery of action plans. To include:
* **Gas:** manage the gas servicing programme and the performance of the gas servicing and repair contractor to ensure that all properties are compliant.
* **Electrics:** ensure that all dwellings, blocks and other properties have up-to-date electrical test certificates and that any remedial work is actioned in a timely manner.
* **Asbestos:** manage the asbestos database, ensuring records are accurate and up-to-date and available as required.
* **Fire and water safety:** ensure that risk assessments are carried out and that remedial repairs and building works are actioned and recorded.
* **Lifts:** ensure that inspections are carried out, maintenance services are in place and remedial works actioned.
* Maintain comprehensive and accurate stock data and records and provide regular reports on compliance issues to the Senior Management Team.

**Other property management tasks**

* Advise on resident improvement / alteration requests.
* Liaise with Local Authority Planning and other departments, service commissioners, external agencies and other professionals such as solicitors, party wall surveyors, freeholders and managing agents to resolve queries and action property-related issues.
* To oversee the preparation and submission of all building related insurance claims until completion.
* Manage complaints as required.

**Housing Development**

* To contribute to the delivery of a housing development programme, assisting with strategy and representing Ability’s interests in the development of high quality, cost-effective homes.
* To liaise with architects, surveyors, employer’s agents and other professionals throughout the development process and to represent Ability Housing at handover of new properties.
* To lead on warrantees and defects, ensuring that Ability achieves Value for Money (VFM)

**Customer involvement and focus**

* Work in conjunction with the housing management team, the Customer Engagement Co-ordinator and other colleagues to ensure customer involvement is maximised in any planned and estate / block improvement works.
* To work with customer representatives and tenant groups in reviewing service provisions, procedures and communications.
* Ensure the services provided reflect the association’s customer base and needs of supported housing residents.

**Budget management and financial control**

* Assist the Senior Management Team with setting property services budgets.
* Monitor, control and report on budgets under the post holder’s responsibility.
* Achieve value for money in the delivery of building, repair and service contracts.
* Ensure that all invoices for payment are checked and authorised in accordance with the Association’s policies.

**Other duties**

* To prepare reports on performance or other matters as and when required
* To attend internal, external training courses and report back to share learning.
* To attend internal and external meetings as required. Time off in lieu is available for attending meetings outside of normal office hours.
* Carry out other duties, reasonably requested, which may be appropriate to the role.

**Person Specification**

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| **Qualities** | **Criteria** | **Desirable/Essential** |
| **QUALIFICATIONS, SKILLS & EXPERIENCE** | Professional qualification in a relevant property management discipline.  Membership of a relevant professional body eg RICS or CIOB.  Time management: able to prioritise own workload and that of others, manage multiple tasks in a changing environment with conflicting priorities and risks.  Project management and decision making skills: able to consult and gather information from multiple sources, plan and project manage with available resources to achieve agreed objectives.  Develop effective working relationships with colleagues, external service providers and contractors.  Experience of contract management: monitoring performance of external contractor, taking remedial action where needed and promoting service improvement.  Excellent verbal and written communication. | **Essential** |
| **TECHNICAL KNOWLEDGE** | Sound knowledge of buildings and property services relating to residential premises and knowledge of the social housing sector.  Customer care and handling complaints  Diagnosing property faults and commissioning others to do so where needed (eg specialists)  Property management services in the context of social housing  Contract management, achieving excellent services through external providers  Full knowledge of landlord H&S compliance  Building maintenance knowledge  Knowledge of building construction and able to diagnose building defects and recommend solutions. | **Essential** |
| **IT SKILLS & EXPERIENCE** | Competent user of Microsoft Word, Excel, Outlook.  Ability to interrogate and manage computerised databases.  Be able to analyse data and keep databases up to date | **Essential** |
| **BEHAVIOUR** | Demonstrate strong leadership and good communication skills.  Genuine commitment to the Association’s values and behaviours.  Positive “Can do “ approach to work  Goal-focused, positive and resilient  Self-managing, taking responsibility for own behaviours and  development  Committed and adaptable  Willingness to learn and improve technical expertise. | **Essential** |
| **Other** | Car driver – full clean current driving licence and use of own car.  Able to carry out on-site property inspections across the geographical spread of stock.  Will be required to have DBS check | **Essential** |