



JOB DESCRIPTION

Post:	Property Services Officer – Contractor Management
Responsible to:	Head of Property and Asset
Line Management of:	N/A
Salary:	£36,414

Overall Purpose

The Property Services Officer will assist the Head of Property and Asset in overseeing the administration and performance of all contracts relating to Property and Asset 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.

The post requires this individual to operate within the whole geographical area for Ability housing stock, assisting the team to repair and maintain the property assets held by Ability in such a way as to deliver best value to Ability and its residents.

Overall Objectives

- Manage the performance of contractors, ensuring that there is consistent achievement against key performance indicators and delivering service improvements. This will be achieved via performance monitoring, contractor meetings, quality checking of services, and customer feedback.
- 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. Seeking feedback from internal and external customers on contractor performance and addressing issues as required with contractors.

Key Responsibilities

Supervision and /or management of people

- No direct line management but will be required to monitor the work of others.



Operational Management

- Assist the Head of Property and Asset to manage contractors and service providers, representing the interests of Ability Housing and ensuring there are clear lines of responsibility and accountability.
- Work in collaboration with Housing Services 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.
- Conduct performance assessments of contractors and other service providers.
- To establish a network of external contacts that can help and support the business in delivering excellent, locally agreed services to residents.
- To conduct quality checks of contractor's services to ensure they meet the required standard, and any performance issues are addressed.

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.

Responsive repairs and voids

- Attend contract management and performance review meetings, monitor contractors to deliver the services as specified and meet KPIs, and to take remedial action where required.
- Ensure that policies, procedures and processes are adhered to and kept up to date in relation to legal or regulatory changes.
- Provide technical advice to the service delivery teams where required or ensure that appropriate advice is obtained from external sources.
- Work with all stakeholders to ensure the efficient and effective delivery of a voids management service that supports the lettings process.

Planned maintenance and major repairs

- Performance manage the delivery of planned maintenance and major repairs, ensuring that contractors and other service providers meet service delivery requirements, H&S and other targets.
- Effectively address property management concerns, providing advice and guidance where required and maintaining effective communication.



Other property management tasks

- 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 deal promptly and effectively with complaints in line with the Association's procedures.

Customer involvement and focus

- 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 Head of Property and Asset with reviewing 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 processed in accordance with the Association's policies.

General / Other duties

- To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties, including data protection / GDPR.
- To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.
- 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

Qualities	Criteria	Desirable / Essential
QUALIFICATIONS, SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Practical experience acquired working in a similar / relevant role • 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 procedures: monitoring performance of external contractors, taking remedial action where needed and promoting service improvement • Excellent verbal and written communication skills 	Essential
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> • 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 • 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	<ul style="list-style-type: none"> • Competent user of Microsoft Word, Excel, Outlook • Ability to interrogate and manage computerised databases • Ability to analyse data and keep databases up to date 	Essential



BEHAVIOUR	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 • Ability to climb ladders. • Committed to working in a customer focused environment 	Essential