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## **Job Description**

### **Property Compliance and Asset Officer (Full-time)** **Permanent contract**

**Location:** Fulham base; onsite across all Stoll Foundation offices.

**Job type:** Full-time [Monday to Friday - 9 am to 5 pm]

**Responsible to:** Director of Tenancy Services

**Direct Reports:** None

**Salary:** £35,000.00

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#### **About Stoll:**

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

#### **The Role:**

To assist in the delivery of a high-quality, widely respected and customer-influenced repairs and maintenance function by providing full project management support and customer liaison across the full range of Stoll's property compliance and asset maintenance contracts and programmes.

#### **Key Responsibilities:**

- Provide a positive image of Stoll to its customers, stakeholders, and other relevant outside bodies.
- Provide input to the Corporate Plan and Team Plans through participation in Organisational, Departmental and Team Meetings.
- Provide appropriate 'team' cover in the absence of other staff as reasonably requested.

## **Person specifications:**

### **Property Compliance Responsibilities**

Ensuring compliance with the relevant statute and regulation (as updated from time to time) by planning and overseeing delivery of the heating servicing programme (including gas, oil, solid fuel, LPG, ASHP & renewables and electric) to the relevant standards. Including individual and communal systems

- Asbestos management (Control of Asbestos 2012)
- Water Safety hygiene programme (Approved Code of Practice Guidance L8)
- Passenger Lift Safety programme (Lifting Operations & Lifting Equipment Regulations 1998)
- Portable appliance testing programme, Electrical testing and inspection programme (NIC EIC)
- Fire alarm testing and inspection programme (to British Standards and regulations)
- Septic tank maintenance (General Binding Rules Environmental Permitting (England and Wales) (Amendment) (England) Regulations 2014).

Any other property compliance and Health and Safety issues that arise through changes in legislation or good practice.

### **Management Responsibilities (including but not limited to)**

- Grounds maintenance programme
- General cleaning programme
- Emergency lighting
- Fire doors, closing devices.
- Fire shutters.
- Fire curtains.
- Dry risers
- Lightning conductors
- Fall safe systems.
- Pressurisation units
- Building Management System
- All Fire Equipment

### **Specific Responsibilities**

- Plan, organise and implement the delivery of gas safety services to include annual gas safety checks to all dwellings and gaining access to inaccessible homes.
- Develop and maintain effective mechanisms to ensure all gas, LPG, oil, ASHP & renewables and solid fuel appliances are inspected annually.

- Maintain up-to-date and appropriate records for the proper management of the gas safety programme and all other property compliance programmes. This may include both paper and electronic records.
- Ensure that STOLL meet all statutory and HSE (Health and Safety Executive) requirements relating to all identified areas of property compliance including all elements of FLAGEL - fire, legionella, asbestos, gas safety, electrical safety, and lifts.
- Work closely with the H&S Officer to ensure that work relating to fire safety is delivered appropriately and as required.
- Effectively manage appropriate facilities management and property compliance budgets and resources to ensure optimum service/programme levels are achieved. Process invoices and ensure contract payments are made in a timely fashion.
- Provide colleagues with itemised service charge estimates for tenants and leaseholders detailing the annual costs of servicing/maintenance/cyclical works.
- Ensure timely, accurate and relevant performance management information is available for review and can be produced for the property compliance function. Assist in monitoring performance targets to achieve continuous improvement.
- Assist with the preparation, administration and monitoring of facilities management and property compliance contracts and programmes. Prepare specifications and schedules and programmes of work. Issue works orders and monitor quantity, progress, and quality of works on site.
- Manage contractors daily across the full portfolio of facilities management and property compliance programmes, ensuring that contractors adhere to an agreed programme for each individual resident's home and that collectively programmes are delivered on time.
- Ensure timely and accurate administration of all records relating to property compliance and facilities management. This will include input and record keeping and include supervision of contractors.
- Records must be maintained to a standard which ensures that all information in connection with servicing and testing programmes is readily retrievable when requested.
- Carry out site inspections of works in progress when required. Arrange and minute regular meetings with property compliance, facilities management and cyclical maintenance contractors either as specified in individual contracts, or on good practice grounds agreed with the Director of Property and Asset Management.

## **General requirements**

- Consistently live Stoll's customer care code and corporate values.
- Take responsibility for your own personal development, including keeping abreast of emerging legislation, regulation, and the external environment.
- Undertake any other duties within the spirit of this role as required by the Director of Property and Asset Management.

## **PERSON SPECIFICATION & KEY COMPETENCIES**

### **Influencing and Negotiating**

- Builds positive relationships with colleagues, customers, and partner organisations.
- Influences internal and external customers through effective communication.
- Anticipates conflict and handles it constructively.
- Expresses opinions, information, and key points of argument clearly.
- Maintains a positive outlook at work.

### **Interpersonal Skills**

- Adapts interpersonal style to suit different people or situations.
- Actively engages with team members and other colleagues.

### **Listens, consults others, and communicates pro-actively.**

- Demonstrates integrity and is respected by others.
- Communicates clearly and fluently.
- Demonstrates an interest in and an understanding of others.
- Structures information in a way which meets the needs and understanding of the intended audience.

### **Strategic Vision**

- Understands the role in the context of the bigger picture.
- Analyses and interprets information logically.
- Makes rational judgements from the available information & analysis.
- Looks at the longer term as well as the present.
- Introduces new and creative thinking to operational issues.
- Produces workable solutions to a range of problems.

### **Leading Change and Delivering Success**

- Implements changes which improve the performance of the organisation.
- Focuses on delivering clear outcomes.
- Shares expertise and knowledge with others.
- Takes responsibility for actions, projects and people.
- Takes the initiative and works under own direction.

### **Organising and Executing**

- Plans activities and takes into account possible changing circumstances.
- Identifies and organises appropriate resources.
- Sets high standards for quality and quantity.
- Monitors performance against deadlines and milestones.
- Works in a systematic, methodical and orderly way.
- Demonstrates commitment to the organisation.
- Complies with statutory obligations and company policy.

### **Qualifications, Skills and Knowledge**

- A recognised building or other relevant professional qualification or equivalent experience.
- Broad experience in successfully managing maintenance projects to occupied and void residential properties and liaising/consulting with customers to deliver programmes that meet their needs.
- Good degree of computer database competency.
- Appreciation of and commitment to the social housing and/or community development sectors

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: