

**Job Description**

**Property Services Manager**

**Location:**446 Fulham Road, London SW6 1DT but required to visit other Stoll developments and properties.

**Responsible to:** Director of Housing and Development, Stoll

**Responsible for:** Senior Maintenance Officer, Maintenance Assistants and Cleaner

**Job purpose**

Responsible to the Director of Housing and Development for providing management of property services.

Responsible for ensuring the delivery of an excellent customer-focussed property management service to ex-Service personnel and their dependents and maintaining high levels of satisfaction.

Responsible for ensuring that all our housing schemes are maintained at the high standard that our tenants reasonably expect of Stoll.

Responsible for ensuring that health and safety at all of our housing schemes is effectively managed and delivered in line with Stoll’s Health & Safety Management system.

To monitor and be responsible for ensuring agreed performance outcomes and objectives are achieved, presenting regular management information and reports on key performance indicators. To ensure that this management information is regularly reviewed to ensure that high levels of performance are maintainted.

To ensure that property services comply with best practice, the law and the regulatory framework and that all relevant policies, procedures, processes and administrative systems are regularly reviewed and updated.

To manage day to day property services expenditure in line with budget.

To ensure close working with the Support team to ensure that excellent property management also supports Stoll’s charitable mission.

To ensure that tenants are actively engaged and participate in decisions that affect service delivery

**Key Accountabilities**

**Staff Management**

Manage, develop and support the Senior Maintenance Officer, Cleaner and Maintenance Assistants undertaking regular one-to-ones and performance reviews in accordance with Stoll’s policies and procedures.

Ensure that staff are recruited, inducted, trained and developed well and in accordance wwith our procedures to enable them to deliver quality services.

Coach and support staff to tackle issues of poor conduct or performance in accordance with Stoll’s policy and procedures.

Ensure staff provide an effective, high quality, customer focussed service to tenants and residents of Stoll including:

* Day to Day Repairs
* Planned Maintenance
* Voids management
* The management and maintenance of communal areas
* Defects Management
* Facilitating effective tenant involvement

Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements

Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

Liaise and work with other agencies including housing, health and social care professionals as required.

Act in a professional manner whilst on duty and when representing Stoll.

**Voids management**

Ensure void targets are met.

Carry out void inspections, specify works and ensure properties are ready for letting within agreed timescales

**Estate management**

Ensure that any estate grounds and communal areas, including parking, on any Stoll properties are managed and maintained to high standards and in accordance with Health and Safety requirements.

**Property Management**

Manage the Maintenance Team and all contractors to ensure that repair issues are identified and dealt with effectively and void properties are turned around within target re-let times.

Manage the day to day repairs service.

Manage Stoll’s Contractors ensuring all Health and Safety and insurance requirements are met at all times.

Plan and oversee the Planned and Cyclical Maintenance Programme, working with the Director of Housing & Development and Surveyors to deliver all agreed programmes.

Implement a cyclical testing and certification regime for all equipment and engineering plant; ensuring compliance with health and safety requirements.

**Health and Safety**

Implement and monitor Health and Safety Policy and practice throughout Stoll's housing provision, in order to ensure a safe environment for tenants, residents, contractors, staff and visitors and compliance with legislative regulations.

Work with the Director of Corporate Services to develop and implement Stoll's Health and Safety Management System in relation to Stoll’s housing schemes.

Contribute to Stoll's emergency planning, participate on the Emergency Management Team and take part in the on call rota.

Undertake and review risk assessments for the housing function, promoting a risk based approach to safety within the housing team.

Monitor the operation of Health & Safety systems, especially in relation to:

* Repairs and Planned Maintenance activities

1. Fire and Water Supply Safety
2. Gas and Electrical Safety
3. Estate Management functions
4. Accident and Incident Reporting

Lead on the management of specialist Risk Assessments; ensuring the completion of all actions within specified deadlines.

Maintain records in accordance with Stoll's Health and Safety Management System.

Provide reports and information for the Directors and Insurers as required.

**New Schemes**

Working with the Director of Housing & Development, be involved in the delivery of new developments to ensure an effective handover of schemes into management including defects management and estate management.

**Tenant participation and engagement**

Ensure that tenants are kept informed and consulted on issues that affect their ability to enjoy their home.

**Financial management and control**

Work with the Director of Housing and Development and Finance Department to calculate and set Service Charges

Work with the Director of Housing and Development to set budgets and manage services within agreed budgets,

**IT, record keeping, data management**

Ensure tenant/service user files, reports and other written documents are accurate, kept up to date and that service users and staff confidentiality is maintained in accordance with Stoll’s Data Protection and Privacy Policies.

Work with the Director of Housing and Development to ensure that the housing database is fit for purpose and meets the needs of the business, liasing with the software provider to manage and develop the system as appropriate.

**Quality and regulatory compliance**

Support the process of setting performance targets and objectives for the staff team and undertaking regular review through Delivery Plans and staff/day-to-day management.

Understand the legal framework in which Stoll provides housing and support to tenants.

Work in accordance with the requirements of any regulatory body under which Stoll operates in respect of the provision of housing services.

Continuously look to improve the quality of services, responding positively to customer feedback and complaints

**Equality and diversity**

Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.

**Other**

Carry out any other duties as required by the Director of Housing and Development.

**Person Specification**

**Property Services Manager**

**Experience**

Five years property management experience working for a local authority, housing association or other property management or maintenance setting

Two years experience of managing staff.

Experience/knowledge of the issues facing the ex-Service community, especially those Veterans with support needs.

**Knowledge**

Good knowledge of repairs,maintenance and asset management.

Good understanding of the legal framework and regulatory context in which Stoll operates and an understanding of the role of Local Authorities and Registered Providers in providing housing and property services.

An understanding of the difference between supported housing and general needs housing and how this affects the delivery of property management.

**Education and Training**

Educated to GCSE standard or equivalent – minimum of five GCSE’s at grade C or above including Maths and English

Membership of the Royal Institute of Chartered Surveyors, other property or maintenance qualification or equivalent experience in property management.

Demonstrable commitment to and evidence of continuous professional development and learning

**Core Competencies**

**Customer focus**

* A passion to support vulnerable Veterans
* Understands the challenges faced by ex-Service men and women
* Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

**Communication**

* Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
* Informs colleagues of successes, challenges and developments

**Team working**

* Works well with Colleagues, Trustees, Residents and external stakeholders
* Applies the spirit of “mucking in”, helping colleagues when needed

**Support of Equality and Diversity**

* Treats all people with respect
* Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

**Delivers a High Quality of Work**

* Produces accurate, thorough, and professional work
* Plans and manages own work load, working flexibly to meet changing work priorities and demands
* Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
* Delivers tasks set through planning and supervision
* Takes responsibility for own work, including errors
* Utilises Stoll IT systems to manage emails, calendars and data effectively

**Commitment to Health & Safety**

* Understands how to work safely
* Understands how to respond to a safeguarding incident and reacts accordingly
* Manages their own health and wellbeing, recognising when to ask for extra support

**Frontline Competencies**

**Working with Customers**

* A focus on maximising the independence of our beneficiaries in all interventions
* A focus on delivering a holistic service to beneficiaries at all times, focusing on the person as well as their situation
* The ability to regularly motivate and inspire beneficiaires to improve their life situation
* The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
* An understanding of support issues particularly relating to Veterans

**Communication**

* The ability to communicate effectively with all beneficiaries

**Health and Safety**

* An understanding of how to safeguard vulnerable adults and children
* The consistent application of appropriate boundaries when working with beneficiaries

**Management & Leadership Competencies**

**Leadership**

* Inspires others, developing and sustaining motivation and pride in our work
* Delegates work appropriately and looks to empower colleagues at given opportunities
* Communicates effectively in a manner which involves colleagues
* Follows policy and procedures and encourages others to do so

**Managing Performance**

* Sets and reviews clear, challenging and achievable objectives with both teams and individuals
* Recognises areas of concern and identifies and delivers solutions
* Applies Stoll’s HR Policies & Procedures effectively

**Managing Resources**

* Identifies needed resources and contributes to the process of trying to secure them
* Manages costs and resources effectively

**Managing Change & Quality**

* Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

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| 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: |