

# Job Description

**Post Title: PROPERTY SERVICES MANAGER**

**Employer: HAFOD HOUSING ASSOCIATION**

**Responsible To: MAINTENANCE MANAGER**

## **Main Objectives of the Post**

1. To lead the Association's Housing Property Services' Unit
2. To deliver a full range of property and other services to the Association and other clients

## **Principal Duties**

### **1. Staff Direction & Control**

- (i) To provide leadership to all staff within the Unit
- (ii) To provide line management to the Teams and others within the Unit
- (iii) To be responsible for the effective management of employee relations
- (iv) To promote productivity within the workforce
- (v) To develop and maintain a staff development and training system

### **2. Programme Delivery**

- (i) To deliver a high quality void & responsive service
- (ii) To deliver Stock Condition, Cyclical Maintenance & other major works
- (iii) To effectively co-ordinate workforce planning
- (iv) To specify work accurately in accordance with the client's brief, maximising the productivity of labour, plant & equipment and minimising the use of external contractors
- (v) To monitor and control the issue of plant and other equipment
- (vi) To develop and sustain effective supply chain arrangements
- (vii) To oversee vehicle fleet management to ensure sufficient vehicles are available for service delivery
- (viii) To prepare technical specifications and schedules suitable for estimating/tendering

### **3. Performance Standards**

- (i) To ensure a high quality service is delivered
- (ii) To ensure works are completed accurately and within required timescales
- (iii) To ensure all appointments offered are met
- (iv) To ensure performance targets for the Unit are met
- (v) To ensure work is checked and meets the standards of all clients, promptly rectifying any defaults

### **4. Financial Control**

- (i) To be fully accountable for all aspects of the Unit's Financial Management
- (ii) To ensure all activity is managed within approved budgets
- (iii) To raise orders and authorise invoices within delegated authority
- (iv) To positively identify opportunities for cost reduction and greater efficiency

**5. Promoting Safety**

- (i) To ensure all work is undertaken in accordance with H & S legislation including as required CDM and Asbestos Management regulations
- (ii) To ensure risk assessments are performed as required.
- (iii) To be responsible for all aspects of Health and Safety compliance in terms of workforce safety and the safety of others.

**6. General**

- (i) To adhere to all policies and procedures of the Association.
- (ii) To provide relevant reports as required by the Maintenance Manager and Senior Management
- (iii) To be proactive in promoting the Association and to develop links with the communities that the Company serves.
- (iv) To cover for the Maintenance Manager as directed
- (v) To participate in Team meetings; bring forward suggestions for service improvement, and contribute to client needs
- (vi) Any other duties that the post holder might reasonably be expected to perform.

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**The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Company**

<b>PERSON SPECIFICATION: PROPERTY SERVICES MANAGER</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Trade related qualification or demonstrable experience in this field Relevant H&S Qualification, e.g. NEBOSH, or willing to work towards	HND/HNC Building or equivalent
<b>WORK EXPERIENCE</b>	Relevant supervisory experience Building Production – maintenance, site and/or surveying based Supervising and managing staff Workforce planning Supply chain management Line Management of staff	Housing Association or Local Authority housing maintenance  Fleet management  Staff/tradesmen recruitment & retention
<b>SKILLS AND KNOWLEDGE</b>	Identifying building defects and remedies Interpersonal skills Ability to resolve practical problems and challenges. Strong financial control Good written and verbal communication skills Ability to relate to people at all levels Record Keeping Time Management	Use of computer systems and their applications to maintenance.
<b>SPECIAL APTITUDES</b>	Ability to work as a team member and contribute to service development. Commitment to customer care and user involvement	Ability to offer new solutions to systems/procedures.
<b>PERSONAL QUALITIES</b>	Good communicator Self motivated Professional Systematic structured approach Ability to work under pressure Commitment to continuous improvement Flexibility within the role	
<b>OTHER REQUIREMENTS</b>	Full, current driving licence and use of own vehicle	

## **TERMS AND CONDITIONS: PROPERTY SERVICES MANAGER**

1. The salary range for this position will be **£31 - £35,000** per annum [dependent upon knowledge and experience].

A cost of living rise is awarded on 1 January each year which is based on the average index of earnings percentage figure for the preceding August.

2. The hours of work will be 40 per week by agreement with management.

Please note that the Association reserves the right to alter the arrangement of these hours if it is in the best interests of the Association to do so.

3. Your minimum paid holiday entitlement will be **26** days per annum plus bank holidays. In addition to the basic entitlement, staff with more than two years continuous service at the beginning of the leave year will qualify for one additional days' leave for each following complete year of service up to a maximum of ten working days.

4. Employees are entitled to join the Association's company pension scheme three months' after joining the Association.

5. You will be required to be in possession of a current valid driving licence and provide your own car. You will be reimbursed for mileage undertaken on the Association's business under the Fixed Profit Car Scheme under which the Association can pay tax-free mileage allowance. For 2008/09 this allowance is 40p per mile for the first 10,000 miles and 25p per mile thereafter.

6. On appointment you will become a member of the Association's group life insurance scheme which entitles your next of kin to receive a sum of money equal to twice annual salary in the event of your death whilst an employee of the Association.

**CLOSING DATE FOR ALL APPLICATION IS:**

**MIDDAY ON FRIDAY 4<sup>TH</sup> DECEMBER 2009**