

HAIG HOUSING TRUST JOB DESCRIPTION

JOB TITLE: PROPERTY SERVICES MANAGER

REPORTS TO: Property Services Director

REPORTING TO JOB HOLDER: Contracts & Repairs Manager x 1
Horticultural Services Manager x 1

PURPOSE OF THE JOB

1. To manage the day to day repair, cyclical maintenance, major works, H&S and building safety services in relation to property as well as horticultural and ground maintenance services.
2. To provide the Property Services Director with regular reports on day to day repair, cyclical maintenance, major works, H&S and building safety as well as horticultural and ground maintenance budgets to ensure annual budgets are spent and appropriately delivered.
3. To manage and develop the Repair team as well as the Horticultural and Ground Maintenance team to ensure that staff provide an excellent customer service to tenants and residents whilst improving service delivery.
4. To monitor and review the stock database and ensure the Trust's management strategy is maintained to the appropriate standard.
5. To procure and manage, effectively and efficiently, the Trust's property services (day to day repair, major works, cyclical maintenance and building safety) related contracts to ensure value for money, contractual, legal and statutory obligations including health and safety are complied with and that the Trust's performance targets are met.
6. To manage and maintain the Trust's list of Approved Contractors, including the regular review of contractor accreditation, public liability insurance and financial viability ensuring that contractual, legal and statutory obligations are complied with.
7. To ensure that accurate and timely data including asset management, property, repairs, budgetary and performance data is accurately recorded and reported, and that corrective action is initiated in areas of own responsibility.
8. To deputise for the Property Services Director in their absence as and when required.

PRINCIPAL ACCOUNTABILITIES

1. To manage and monitor the day to day repair, cyclical maintenance, major works, H&S and building safety services to a widely dispersed stock; the performance of contractors, including their compliance with contractual and legal obligations, recommend their removal or inclusion on approved lists; and to initiate corrective action where necessary.
2. To carry out inspections, produce schedule of works, specifications, carry out risk assessments.
3. To oversee delegated Health & Safety responsibilities in line with existing policies, on behalf of the Property Services Director and in conjunction with the wider H&S activities of this role.
4. Ensure all Service and Term contracts are procured in accordance with Haig Housing Trust Policies & Procedures in terms of probity, value for money, health & safety and service to tenants and ensuring that all Tender and Quotation records are accurately maintained.
5. Ensure that contractor performance is reviewed on a regular basis as agreed with the Property Services Director and initiate corrective action as necessary so that contractual terms are complied with.
6. Ensure that all contractor records are accurately maintained and that changes of contract or contractor details are communicated to agents, staff and relevant third parties.
7. To manage, co-ordinate and instruct relevant agents, consultants and contractors used by the Trust in connection with repairs and maintenance, to ensure that their services are cost effective, timely and value for money and have obtained the proper insurance cover.
8. Ensure that the Trust has an adequate list of approved contractors who have been selected and approved in accordance with Haig Housing Trust Policies & Procedures; that the total work values of individual contractors are monitored and advise the relevant team members on the selection, de-selection and use of contractors.
9. Plan and manage budgets within the designated area and variances and recommend remedial actions.
10. Provide regular reports to the Property Services Director about repairs and maintenance services, complaints, contractors' performance, budget, expenditure, H&S and building safety.
11. Oversee the complaints investigation process on behalf of PSD in consultation with Haig management.

12. Ensure tenant satisfaction survey results are collected fully analysed and accurately reported.
13. Ensure that the Repair team are trained to use of expenditure codes, that accuracy of coding is monitored and where necessary corrective action taken.
14. Ensure that property and asset management data including the presence or otherwise of asbestos, CP12s, EPCs, etc. is accurately recorded on Haig Housing Trusts IT systems and kept up to date.
15. To be responsible for the maintenance and building safety of the office buildings.
16. Ensure that accurate and timely data, including asset management, budgetary and performance data is recorded and reported, and that corrective action is initiated in areas of own responsibility.
17. To ensure that orders for specific contracts e.g. Gas Safety checks and Grounds Maintenance and other Service contracts are raised and monitored in accordance with Haig Housing Trusts' Policies & Procedures so that the Trust complies with its statutory and legal obligations.
18. To be the departmental lead in relation to development/use of IT systems.
19. Ensure that insurance claims are processed and regular reports are provided to the Property Services Director.
20. To be responsible for the management, development and appraisal of the staff members within your area, setting targets and monitoring performance to ensure that the team operates effectively.
21. To deputise for the Property Services Director in their absence, or as directed. In conjunction with other members of staff, to respond to out-of-hours calls from the Trust's out-of-hours service contractor.
22. To undertake any other reasonable duties within own skills and experience.

Revised by Property Services Director April 2020

PERSON SPECIFICATION

1. Minimum 8 years' experience of housing maintenance (day to day repair, cyclical maintenance, major works, building safety) and asset management in social housing sector.
2. Hold a relevant professional qualification or degree, but significant years' experience in property maintenance might be acceptable as well.
3. Up-to-date knowledge of H&S in construction and building maintenance as well as building safety (Gas Servicing, Lift Maintenance, Fire Safety, Asbestos, Electrical Testing, Water Management) legislation and regulations.
4. Experience of managing risk, H&S and building safety.
5. Ability to survey and specify required works, as well as diagnose and specify remedies to building defects such as damp and structural defects.
6. Experience of managing and monitoring the performance of contracts (delivery building maintenance and building safety services) including quality, standards, value for money and H&S.
7. Excellent standards of customer care and the ability to deliver accurate and clear communications in writing, face to face or by telephone.
8. Successful track record of managing and resolving complaints.
9. Experience of managing and monitoring budgets.
10. Experience of managing insurance claims.
11. Proven influencing and negotiating skills.
12. Experience of leading, developing, managing and motivating staff.
13. Experience of managing stakeholders including external agents and consultants.
14. Communication skills with people at all levels and different backgrounds.
15. Experience of using IT systems including MS Word and Excel.
16. Proactive in resolving issues in a timely manner.
17. Experience of producing and presenting reports.
18. Full driving licence and use of a car for work.