

Job Description

Property Services Manager **6-month Fixed-Term contract**

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

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

Responsible to: Head of Property Services

Direct Reports: None

Salary: £50,000 per year, plus benefits

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.

Job purpose

Responsible to the Heads of Property for providing management of property services.

Responsible for ensuring the delivery of an excellent customer-focused 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 residents 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 maintained.

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 the budget.

To ensure close working with the other teams to ensure that excellent property management also supports Stoll's charitable mission.

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

Key Accountabilities

Staff Management

Manage, develop, and support the Property Services Team, 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 with our procedures to enable them to deliver quality services.

Coach and support staff tackle issues of poor conduct or performance in accordance with Stoll's policy and procedures. Ensuring there is a full audit trail in any issues or plans.

Ensure staff provide an effective, high-quality, customer-focused service to residents of Stoll, including:

- Day-to-Day Repairs
- Planned and Cyclical Maintenance
- Voids Management
- The Management and Maintenance of communal areas
- Defects Management
- Facilitating effective resident involvement
- Ensure high levels of property compliance and legislation which is fully auditable.
- Disrepair Management
- Complaints management

Manage and maintain services in accordance with the principles and practice of equality, inclusion 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, both internally and externally.

Act professionally whilst on duty and when representing Stoll.

Voids management

Ensure void targets are met.

Conduct void inspections, specify works and ensure properties are ready for letting within agreed timescales. Pre and post inspections, including full reports and photographic evidence of pre and post.

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 repair service.

Manage Stoll's Contractors, ensuring all Health and Safety and insurance requirements are always met. Ensure regular meetings with contractors, which are recorded and include KPI monitoring.

Plan and oversee the Planned and Cyclical Maintenance Programme, working with the Head of Property and Surveyors/contractors to deliver all agreed programmes.

Implement a cyclical testing and certification regime for all equipment and Mechanical and Electrical 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, to ensure a safe environment for tenants, residents, contractors, staff and visitors and compliance with legislative regulations.

Collaborate with the relevant lead 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
- Fire and Water Supply Safety
- Gas and Electrical Safety
- Lifts and lifting equipment.
- Asbestos management
- Estate Management functions
- 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 Head of Service/Directors and Insurers as required. This will include, but is not limited to, Void, Day to Day and Compliance reports.

New Schemes

Collaborating with the Head of Property, 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 residents are kept informed and consulted on issues that affect their ability to enjoy their home.

Financial management and control

Collaborate with the Head of Property and the Finance Department to calculate and set Service Charges

Collaborate with the Head of Property to set budgets and manage services within agreed budgets.

IT, record keeping, data management.

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

Collaborate with the Head of Property to ensure that the housing/property database is fit for purpose and meets the needs of the business, liaising 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, inclusion and diversity, taking account of individual needs and requirements.

Other

Perform any other duties as required by the Head of Property or other members of the senior leadership team for cross-departmental collaboration.

Person Specification

Property Services Manager

Experience

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

Three years of experience managing staff.

Desired but not essential experience/knowledge of the issues facing the ex-Service community, especially those Veterans with support needs.

Knowledge

Good knowledge of repairs, voids, maintenance, asset compliance and 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 GCSEs 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 persons.

- Provides excellent service delivery to both internal and external customers, responding promptly, effectively, and courteously always.

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 workload, 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.
- Use Stoll’s 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

Collaborating with Customers

- A focus on maximising the independence of our beneficiaries in all interventions.
- A focus on always delivering a holistic service to beneficiaries, focusing on the person as well as their situation.
- The ability to regularly motivate and inspire beneficiaries 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 residents.
- The consistent application of appropriate boundaries when working with beneficiaries.

Management & Leadership Competencies

Leadership

- Be positive, proactive and inspire others, developing and sustaining motivation, accuracy and pride in our work.
- Delegates work appropriately and 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 SMART 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.