

Property Services Officer

Job Outline

Purpose:

Contribute to the effective and efficient management of Ark's day to day and minor / major works Property Service. Ensuring all the Associations properties are properly maintained to the standard laid out by Ark Housing Association.

The role of Property Services Officer reports directly to the Senior Property Services Officer (SPSO) and will support the Head of Asset Management (HOAM) as required, on property management matters.

Responsibilities:

Fact Finding and Analysis

- Play a significant role in delivering a reactive repairs service to all Ark Housing Association's services, tenant and other supported projects.
- Carry out systematic quality control inspections to ensure that repairs are completed to a good standard.
- Responsible for inspecting void properties and prepare work schedules in conjunction with the Housing Services Team.
- Liaise and provide information to tenants in relation to repairs issues through correspondence by telephone and in person.
- Ensure all statutory maintenance works are managed appropriately and in accordance with the relevant regulations and codes of practice.
- Assist with the preparation of reports as required by the HOAM and Director of

Development and Business Improvement.

- Responsible for co-ordinating and assisting in the contract tendering process.
- Comply with all policies and procedures as applicable to your department and role and responsibilities.
- Working closely with the SPSO to, develop and review work plan to deliver the objectives and outcomes outlined in the organisation's objectives.
- Assist the SPSO on property management governance, planning, decision- making, monitoring, forecasting, reporting, transactions and controls.
- Contribute to the process for capital investment, change and policy setting.
- Contribute any technical knowledge and understanding of construction, development and maintenance techniques.
- Support the SPSO in reporting and investigating complaints within agreed timescales.
- Research best practice in the sector to ensure the associations providing the best possible service.
- Ability to analyse and diagnose problems and suggest effective solutions.

- Appropriately escalate to SPSO insurance claims, customer complaints and enquiries in respect of Ark properties and maintenance service.
- Fully responsible for the allocation, inspection and assessment of all contractors works.

Innovation and Initiative

- Provide support on Property Management matters to the SPSO or HOAM.
- Provide innovative solutions to improve current service delivery.
- Assist in preparing action plan to comply with Scottish Housing Regulator's standards for social housing as required.
- Explore and apply innovative approaches to improve the quality and delivery of services, whilst viewing improvement as a continuous process.
- Ability to change and adapt to the internal and external environmental challenges with Scottish Building and Planning standards and compliance requirements.
- Actively seek ways to encourage tenants and service users in shaping and influencing our property management services whilst assessing, evaluating and using feedback positively.
- Directly accountable in undertaking pro-active property inspections in all areas of Ark's operations to assess repair requirements and complete post repair inspections as required.
- Manage and monitor breakdown, planned and cyclical budgets making adjustments where necessary.
- Identify, develop and implement new processes to promote continuous improvement.

Interpersonal Skills

Internal

- Ensure all activity is within the policies, practices and procedures of Ark.
- Work in partnership with the business using a customer centred approach.
- Contribute to the AM department, prepare reports/presentations to the SPSO as required.
- Support and provide accurate and timely performance reports KPIs, and Scottish Housing Regulator reporting information.
- Maintain effective relationships with managers and staff within Ark.
- Take responsibility for continually developing self in order to maximise personal contribution to the job.
- Manage time, workload and work priorities as delegated by SPSO / HOAM.
- Accountable for budget monitoring and contractor performance in relation to maintenance contracts and implement corrective actions.
- Manage all problem-solving issues, be responsible and accountable for decisions and actions.
- Work unsupervised and as part of a team.

External

- To liaise, procure and manage contractors in an effective and cost-efficient manner, whilst ensuring high levels of quality and standards.
- Work with external contractors in identifying problems, working in partnership with time producing solutions that meet the needs of Ark's objectives.

- Proactive approach to networking both inside and outside the organisation.
- Knowledge of Scottish Housing Regulator's Annual Return on the Charter, Scottish Housing Quality Standards and Energy Efficiency Standards for Social Housing.
- Effectively communicate with the Scottish Housing Regulator and other regulatory agencies and external stakeholders.
- Knowledge and understanding of Health and Safety Legislation and Construction Design and Management Regulations affecting property and contractors.
- Ensure compliancy with external auditors, reporting, reviewing and follow up processes.
- Manage insurance claims ensuring all processes are clear, concise and coordinate with loss adjusters.

Leading and Developing People

- Ensuring that colleagues are supported and motivated to use their skills and initiative, achieve their potential and seek and develop personal and organisational improvements.
- Bring a motivated approach and commitment to providing quality services and meeting standards by encouraging staff to continuously improve.
- Promote discussion on current maintenance issues and their implications.
- Manage and monitor contractors and suppliers.

Resources

- Assist SPSO in managing departmental and capital budgets, external funding allocations, monitoring variances and reviewing forecasts.
- Manage delegated department budgets and participation in the preparation on annual budgets.
- Supports the SPSO & HOAM with the Ark's physical stock condition.
- Assist SPSO in collating KPI data to support managers to make decisions and manage their resources effectively and efficiently.
- Ensure, when necessary, that outside expertise is called upon for specialist advice not available within the Property department.
- Use sound judgement when deciding on the use of resources in order to deliver objectives within required timescales and achievement of quality.
- Responsible for challenging contractors, works carried out and cost of works.

Impact on Decisions

- Exercise judgement in balancing the demands and resource constraints ensuring recommendations and actions meet the need of Ark's objectives long medium and short term.
- Produce recommendations, whilst ensuring high levels of quality and standards setting an example to others inside and outside Ark.

- Set targets, prepare work plans to maintain Scottish Housing Quality Standards and Energy Efficiency Standards in Social Housing to accommodate Scottish Housing Regulator's areas of compliancy are delivered within the determined timescales.
- Assist and support the 30-year replacement component plan, stock condition reports and budgets in maintaining the organisation's property stock.
- Responsible for the direct impact on the associations business objectives with regard to the provision of its property services.
- Role will have a direct impact on ensuring that the organisation complies with all statutory and legislative requirements.

Person Specification

Expertise

- Experience in supporting operational plans and in the use of decision-making and organisational planning tools.
- Ability to provide knowledge and input in all aspects of maintenance, ensuring objectives are delivered.
- Support SPSO reviewing Consultants and Contractors in line with Policy & Procedures to ensure Ark is complying with best practice.
- Assist in the procurement of service contracts, including preparation of tender specifications, evaluating tender submissions and preparing contracts.
- Continually develop skills, knowledge and expertise in a structured and monitored way.
- Main elemental roles will involve data analysis, problem solving, planning and monitoring work, dealing directly with customers and handling change. This shall also include the preparation of detailed reports and presentations for senior management and other stake holders.

Qualifications

- SCQF Level 7/8 or equivalent knowledge acquired by other means.
- Minimum HNC / HND in a building / construction related discipline, relevant technical qualification or significant experience in Housing.

Experience

- A demonstrated track record in a Property Maintenance role.
- Experience of preparing papers and reports.
- Understand personal and professional strengths.
- Experience in managing contractors in order to meet the requirements of the role.
- Significant experience in property management services.
- Significant experience of delivering services within the statutory, regulatory and legal framework surrounding Property Management services.
- Significant experience of the application of Health and Safety legislation, building and planning regulations and Construction Design and Management regulations.

- Experience of methods of procurement, in respect of organisational frameworks.
- Extensive experience in delivering services in a social housing environment.
- Demonstrable ability to manage and control budgets, forecasting, adjusting and making variances.
- Demonstrable ability to produce results in a demanding working environment.
- Carrying out other duties appropriate to this post as required by HOAM.

Knowledge/Skills

The successful candidate should display:

- Organisational skills
- Able to deal with conflicting demands
- Good interpersonal skills
- Negotiating and influencing skills
- Analytical and problem-solving skills
- The post holder will be expected to travel a current driving licence is required
- Up to date awareness of technical, statutory and regulatory requirements

Competencies

As well as the ability to do this role will be assessed in conjunction with the following competence areas:

- Conflict within Teams;
- Customer Service;
- Problems Solving;
- Communication;
- Leadership;
- Managing Change;
- Continuous Learning;
- Professional Boundaries