

APEX HOUSING

EMPLOYEE SPECIFICATION

POSITION: Senior Property Services Officer (Planned & Cyclical)

DATE COMPLETED: April 2019

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS	Third level qualification in building/ construction/ related studies and	Third level qualification in building/ construction/ related studies and
RELEVANT EXPERIENCE	<p>Three years' experience of delivering comprehensive Planned and/or Cyclical maintenance contracts within a Housing maintenance/construction environment.</p> <p>One year's experience of staff management</p> <p align="center">OR</p> <p>Four years' experience of delivering comprehensive Planned and Cyclical maintenance contracts within a Housing maintenance/construction environment.</p> <p>and</p> <p>Two years' experience of staff management.</p> <p>Have practical experience of delivering a customer focused contract service.</p>	<p>Four years' experience of delivering comprehensive Planned and Cyclical maintenance contracts within a Housing maintenance/construction environment.</p> <p>Two years' experience of staff management</p> <p align="center">OR</p> <p>Six years' experience of delivering comprehensive Planned and Cyclical maintenance contracts within a Housing maintenance/construction environment.</p> <p>and</p> <p>Three years' experience of staff management</p> <p>Previous contract financial management experience.</p>
SPECIALIST KNOWLEDGE/ TRAINING	<p>Demonstrate experience of contract management and knowledge of the NEC3 forms of contract.</p> <p>Experience of public procurement policies and procedures.</p> <p>Working relationship with relevant statutory agencies e.g. Building Control, Environmental health, Registration and Inspection Unit</p>	<p>Working knowledge and experience of Mechanical and Electrical services.</p> <p>Experience of public procurement.</p>
PERSONAL SKILLS	<p>Ability to communicate effectively with people, both in writing and verbally to include report writing skills.</p> <p>Be able to use computer packages</p> <p>Ability to organise and prioritise</p>	

	<p>workload. Use initiative and work with limited supervision.</p> <p>Methodical approach and attention to detail.</p> <p>Can demonstrate an ability to identify and resolve problems quickly and efficiently</p> <p>Can demonstrate line management of staff and development of team</p> <p>Can demonstrate an ability to take on responsibility and ownership and accountability of projects and tasks by ways of examples on application form</p> <p>Can demonstrate a proven track record in meeting key performance targets and delivering excellent customer service.</p> <p>To represent Apex and deputise as and when necessary for Property Services Manager in a professional and confident manner and to be accountable</p> <p>Experience of working directly with tenants and other customers and skilled in managing complaints and difficult/sensitive situation,</p> <p>Ability to work as part of a team</p> <p>Ability to assess feasibility and risk</p> <p>Good negotiating skills</p>	
DISPOSITION	<p>Enthusiastic, approachable and self-motivated</p> <p>Punctual, hardworking, flexible, dependable, honest, trustworthy, caring disposition</p>	
CIRCUMSTANCES	<p>**Full current driving licence and access to a car.</p> <p>Flexible re: hours of work. Able to attend evening meetings as and when required.</p>	

* Apex reserves the right to enhance the criteria to facilitate shortlisting.

** This criteria will be waived in the case of an applicant whose disability prohibits driving, but who is able to arrange suitable alternative arrangements

Completed application forms must be returned to Personnel and Training, Apex Housing, 10 Butcher Street, L'Derry, BT48 6HL by 12noon on day of closing.