

JOB DESCRIPTION

JOB TITLE: Senior Property Services Officer (Planned & Cyclical)	REPORTS TO: Property Services Manager
DEPARTMENT: Property Services, Head Office	RATE OF PAY: £31,371 to £34,788
DATE: April 2019	REVIEW DATE: April 2020

ROLE PURPOSE:

The Property Services Senior Officer will play a lead role in the management of a team consisting of Property Services Officers and Property Services Assistants achieving high delivery levels of planned and cyclical maintenance projects. To manage the core procurement and contract management function related to major and minor improvement works protecting and improving Apex's property assets by delivering an effective professional and technical property maintenance service on behalf of our tenants/residents as directed by the Property Services Manager.

Key Area	Key Activities
<u>Policy and Planning</u>	<p>Monitor changes in legislation or statutory requirements and contribute to the development of policy and procedures for the Property Services department.</p> <p>To ensure compliance with all Procurement Policies undertaken and endorsed by Apex, Apex ROI, DFC and NIFHA.</p> <p>Implement and monitor policies and procedures to enhance the service provided by the Property Services Department to our internal and external customers.</p> <p>Contribute to the strategic plans of the Association through the corporate and business planning process.</p> <p>Assist the Property Services Manager in forward planning staffing development for the department.</p> <p>Assist the property Services Manager in the preparation of annual budget plans for the Property Services department.</p>
<u>Financial Management</u>	<p>Assist in the annual budget setting process.</p> <p>When necessary approve contractor's certificates and invoices.</p> <p>Reconcile and settle final accounts and valuations, dealing with compensation events, contractual disputes, extensions of time and variations, issuing relevant certification as appropriate.</p> <p>Ensure that planned and cyclical budgets are expended and kept with their annually set financial limits.</p> <p>Monitor the expenditure approved by the Property Services Officer and Assistants to ensure they stay within set budget limitations.</p> <p>Extract analysis component data from annual property condition surveys and ensure appropriate actions are taken and to include relevant data into the 30 year planning forecast.</p> <p>Ensure all financial reports and procedures are adhered to and complete accurate records are maintained</p>
<u>Service Delivery</u>	Implement and manage agreed plans to maintain and enhance the value of the Association's assets.

	<p>Prepare and implement 'Continuous Improvement' strategies in relation to the Property Services department. Ensure that project works is carried out to properties and meets statutory requirements. Manage all projects to minimise exposure to GDPR, financial, and health and safety related risks. Ensure that comprehensive planned and cyclical projects are effectively managed and that electronic project files are retained to ensure compliance with public procurement guidance and that all files meet the requirements of internal and external audit. Oversee the programming of property condition surveys in order to record and identify maintenance requirements. Ensure ISO quality standards are met. Ensure that appropriate management systems are in place to record data in relation to Asset Management. Commission and manage construction-related building professionals including consultants and contractors. Liaise with consultants and contractors during all contract stages of Pre-tender, e.tendering, Contract, Post Contract and project completions.</p> <p>Co-ordinate all improvement works and refurbishment of existing properties and advise on project handovers, including defects for the stipulated contract duration. Prepare and co-ordinate design briefs for tender release, award contracts upon receiving board of committee approval. Assist in the annual budget setting process. Meet with colleagues to advice on the annual planned works schedule. Ensure compliance with the DFC Housing Association Guide. Liaise with consultants in the preparation of schedules of work and tender documentation for the issuing to Contractors in accordance with the Department's Procedures. Co-ordinate and administer tendering exercises and to attend returned tender opening meetings and the signing of contracts with the Director of Property Services. Co-ordinate works to Supported Living Schemes and General Needs estates as directed by the Property Services Manager. Co-ordinate and attend consultation meetings with Scheme Managers and tenants/residents as and when required. To agree works programmes with consultants and contractors. To attend site meetings as and when required. To liaise with consultants during site visits and in the preparation of snagging and defect lists. To take receipt of O&M Manuals and Health & Safety files for each project contract. To provide component change information to property services colleague for system updating. To monitor and review tenant satisfaction surveys and input after the completion of projects.</p>
<p><u>Staffing</u></p>	<p>Provide leadership and line management to the planned maintenance team, managing staff performance by the setting of clear targets and objectives and the monitoring of the team's progress. Manage and direct staff in line with the strategic aims and corporate culture of the association. Carry out annual performance appraisals for staff. Carry out regular supervision with staff. Set objectives for staff in line with business plans. Develop and implement departmental induction programmes for staff. Maintain a high level of commitment and morale amongst staff. Co-ordinate and provide maximum support to both technical and direct labour staff and organize work programmes to ensure the most effective service delivery. Monitor Property Services staff performance to ensure tenant satisfaction.</p>

	<p>Manage and minimize absenteeism to retain maximum department efficiency.</p> <p>Ensure appropriate staffing levels within the department.</p> <p>Participate in the appointment of staff when required in accordance with the Associations procedures and Equality legislation.</p> <p>Implement the disciplinary and grievance procedure in accordance with the Associations policies and procedures.</p>
<u>Internal Communications</u>	<p>Attend regular progress meetings.</p> <p>Ensure close liaison with Property Services colleagues, Finance, Development and Personnel & Training departments and provide necessary information as and when required.</p> <p>Hold regular meetings with all relevant staff, and ensure they are briefed and kept informed of progress.</p>
<u>Health & Safety</u>	<p>Monitor Health and Safety in relation to the Property Services department and make recommendations for review or action where necessary.</p> <p>Implement Health and Safety issues identified as required.</p> <p>Discharge their relevant duties and responsibilities under the health and safety work Etc. Act 1974, the management of Health and Safety at Work Regulations 1999 as (amended) and all relevant Codes of Safe working Practice and policies.</p> <p>To work in accordance with Apex's policies and procedures, information, instructions, and/or training received.</p>
<u>General Duties</u>	<p>Provide the Property Services Manager with up to date information regarding planned and cyclical maintenance projects and make him aware of any major issues that arises.</p> <p>Liaise with outside agencies and public authority bodies (e.g. Building Control, Environmental Health,) as required.</p> <p>Ensure all relevant commissioning certificates are obtained and retained in project files.</p> <p>Participate fully in the annual internal and external audit programme.</p> <p>Provide reports on building and analysis data.</p> <p>Ensure that filing and project records are kept up to date at all times</p> <p>Produce and compile reports and statistics for submission to the Housing management sub-committee as required.</p> <p>Be fully familiar with the requirements of the Housing Association Guide, CDM regulations and other relevant legislation.</p> <p>Ensure responses to information requests is provided within the requested target date.</p> <p>Respond to tenant complaints within the guidelines and timeframes as set out in Apex's policy.</p> <p>Ensure that all requirements of the Association's Equal Opportunities Policy are met and staff behaviour and attitudes reflect the Association's commitment to equality.</p>
<u>Miscellaneous</u>	<p>Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work. No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.</p> <p>No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post</p>