



Role Profile

October 2021

Job Title:	Property Services Manager
Reports into:	Head of Operations
Responsible for:	Circa 27 staff, 7 direct reports, £2.6m revenue budget
Department/ Location:	Operations/Stockwell
Disclosure Level:	Enhanced
Role Purpose:	<p>The Property Services Manager reports into the Head of Operations. Working together with Senior Leadership Team members, operational managers and the wider staff team, the postholder will ensure that the Repairs and Estate services function provides (and can demonstrate) high quality services that our customers can enjoy, at top quartile cost.</p> <p>In addition, the post-holder has specific leadership responsibilities for ensuring Asset Management compliance with the Contract Agreement between SW9 CH and Network Homes, the landlord and asset owner.</p> <p>The specific functional portfolio to lead and manage includes, but is not limited to:</p> <ul style="list-style-type: none"> • The Repairs and Maintenance service to all properties within the portfolio • Void property refurbishment • The Gas Services contract to all properties with the stock with gas appliances • Mechanical & Electrical Services • Health & Safety function • Estate, Block & Grounds services • Contract management • Cost and Quality Control function • Operational support function

Main duties and responsibilities:

<ul style="list-style-type: none"> • Respond to changing external circumstances and internal priorities by continuously driving the organisation forward and developing the capacity and effectiveness of the organisation, specifically the Repairs and Estate function within SW9 CH. • Be a positive and passionate ambassador for SW9 CH, ensuring that effective and productive working relationships are developed and maintained with all stakeholders. • Identify, evaluate, and contribute to opportunities to develop the services and business within SW9 CH's strategies and objectives, and contribute to the success of the department and the overall success of the organisation. • Contribute to the development of direction, strategy, objectives, and continuous performance improvement, working with Senior Leadership colleagues and the SW9 CH Board. • Write and present reports for SW9 Board and Committee members. • Ensure that all Repair and Estate services deliver best value, meet high sector standards, are effectively managed and demonstrate continuous improvement. • Effectively manage all budgets and resources related to the Repairs and Estate function.

- Provide direction, leadership, and support to the operational team within the Repairs & Estate function and through them cultivate an effective, empowered, motivated and high performing workforce.
- Identify and act upon opportunities for development and service improvement.
- Meet all statutory, regulatory, legal, and contractual requirements for SW9 CH.
- Be responsible for personal development and maintain professional development activities, keeping up to date with the social housing context, emerging business trends and best practice.
- Manage and develop the Estates Manager and Repairs team by effectively undertaking one-to-one meetings, performance appraisals, personal development plans, team meetings, sickness absence reviews and other management activities as required, on a timely basis. Ensure training and development needs are identified within the team, to assist in the provision and arrangement of training and monitor its effectiveness.
- The postholder will also be part of a 24-hour emergency on-call rota that includes all Senior and Operational Managers.
- Manage SW9's Contractors ensuring all Health and Safety and insurance requirements are met at all times.
- Implement and monitor Health and Safety Policy and practice throughout SW9's housing provision, in order to ensure a safe environment for tenants, residents, contractors, staff and visitors and compliance with legislative regulations.
- Work with the Head of Corporate Services to develop and implement SW9's Health and Safety Management System in relation to SW9's housing provision.
- Contribute to SW9's emergency planning and supervise emergency management.
- Undertake and review risk assessments for the housing function, promoting a risk-based approach to safety within the housing service.
- 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
 - Estate Management functions
 - Accident and Incident Reporting
- Lead on the management of specialist Risk Assessments and reviews of risk assessments; ensuring the completion of all actions within specified deadlines.
- Maintain records in accordance with SW9's Health and Safety Management System.
- Provide reports and information for the SLT, Board, Committees, and Insurers as required.

Standard Responsibilities

Adopt and comply with SW9 values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

The post holder may be required to undertake duties of a similar nature and at this level elsewhere within the service.

Contacts - External/Internal

- Board and Committee members
- Residents and resident representatives
- Contractors and consultants
- Executive Director, Senior Leadership Team, Operational Managers, and staff within SW9 CH
- Network Homes Asset Management Team
- Members of Parliament and Local Councillors

Person Specification

Education:

- Degree-level education or equivalent through relevant training/experience commensurate to the role (highly desirable).
- Holds a relevant professional qualification (highly desirable).
- Holds a management qualification (desirable).
- Evidence of continuous, challenging, and relevant professional development.

Knowledge and Experience:

- Significant experience at senior management level within Housing, with substantial budgetary responsibility and evidence of driving forward an innovative, high quality and customer focused service in the relevant services areas.
- Knowledge of the regulatory requirements of Registered Providers is desirable.
- Experience of successful working at senior management level.
- Demonstrate evidence of building and maintaining effective, productive relationships with key stakeholders.
- Experience of devising and delivering budgets, strategies, policies, and procedures in the field of social housing.
- Sound knowledge of current and future challenges facing housing as well as an understanding of “third sector” services’ issues and sensitivities.
- Up-to-date knowledge of legislative frameworks, regulatory requirements, and key issues relevant to the post.
- Experience of development and implementation of effective Health and Safety management systems.

Skills:

- High level of numerical, verbal, and written skills in order to manage budgets, produce and present reports, policies, procedures etc. to the Board, Committee, staff and stakeholders.
- Excellent analytical skills in order to consider different and challenges and find workable solutions.
- Excellent leadership and motivation skills with evidence of identifying and developing high performers.
- Excellent communication and negotiating skills in order to build effective relationships with key staff and stakeholders.
- Able to gain credibility, represent and promote the organisation with internal and external stakeholders.
- Able to model excellent behaviour to other managers and staff in the organisation an demonstrating a model of professional standards always aligned to SW9 CH Values and Behaviours.

Personal Attributes:

- Passionate and conscientious about delivering and driving forward an excellent service in a customer-based environment.
- Adaptable and ‘can do’ attitude.

Our Values

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours: -

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respectful – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference