Property Services Manager

Job Description

Location: All Sites – Wilmot Close N2, Homefield Gardens and Pewterers Court

Responsible to: Chief Executive

Responsible for: No direct reportee’s

Hours of work: 35 hours 9am – 5pm Monday to Friday - flexibility when required to attend evening and weekend meetings and events

Job purpose

- Responsible for providing a comprehensive high quality, resident focussed responsive repairs, estate cleaning and grounds maintenance service.
- Ensure that all partners/contractors who work with The Finchley Charities comply with the terms of their contracts
- Ensure that The Finchley Charities’ estates (including the Anne Owens Centre and the Fuel Land Allotments) and common parts are kept clean, secure, maintained, managed effectively and that appropriate action is taken to deal with issues of security and health and safety.
- Act as lead for The Finchley Charities in its day to day relationships with all contractors ensuring that all performance management targets are met, and striving for measurable continuous improvement in the service delivered.
- Monitor the work of the Handyperson, Cleaner, Gardening and other contractors ensuring that work is undertaken in accordance with the relevant contract specifications, that appropriate standards are maintained and a value for money service is provided.

Key Accountabilities

Maintenance

- Ensure the day to day maintenance and repairs service operates effectively.
- Carry out home or estate visits to investigate more complex repair issues that Sheltered Housing Officers cannot raise orders for, and raise orders.
Monitor the quality of the contractors work and check invoices for payment.

Meet the principal contractors weekly to review all maintenance issues.

Undertake void inspections, assess the requirement for repair and maintenance work prior to re-letting, make arrangements for voids to be cleared of the previous resident’s property and personal belongings as directed by the Housing Services Manager, and ensure that void targets are met in line with agreed key performance indicators.

Draft specifications for small works where required and obtain prices from contractors. Advise Chief Executive on value for money.

Manage the delivery of the cyclical decoration programme.

Ensure other programmed maintenance inspections/servicing take place.

Liaise effectively with external partners and agencies to ensure efficient and effective communication, governance and audit compliance.

Produce monthly operational reports for presentation to the operational meetings with the 3 principal contractors. These to include any performance concerns, complaints and compliments.

Take minutes at contractor or other meetings.

Compliance

Ensure compliance requirements are carried out and that systems and procedures are in place to carry out checks and inspections as required. This includes the following areas:

- Gas
- Fire
- Asbestos
- Electricity
- Water
- Lifts

Ensure that the operation of all lifts and lift lights are monitored and any defects are reported to the service contractor. Liaise with the service contractor and monitor their performance.

Be responsible for ensuring that the Asbestos Register is managed effectively, in compliance with relevant legislation, and being accessed by contractors.

Ensure monthly fire safety checks take place (visiting all sites including the Fuel Land Allotments) and log books are updated and signed checklists are completed for each inspection.

Ensure all action points from scheme Fire Safety Risk Assessments are carried out within the required timescales.

Comply with the requirements of external regulators.

Ensure that all necessary maintenance materials and equipment are purchased and stored in accordance with Health and Safety regulations and that proper control is kept of the issue and use of such items.
• Ensure that the environmental policy is complied with
• Ensure that The Finchley Charities estates and grounds are well maintained and kept clean, and free from any health and safety risks to residents, staff and visitors.

**Estate Caretaking and Security**

• Ensure effective security of The Finchley Charities’ estates, monitoring the effectiveness of security measures and challenging unauthorised persons on the estate.

• To assist the Housing Services team with relevant incidents and work with the police and other relevant organisations to ensure that the integrity of the estate’s security is maintained.

• Carry out routine estate inspections of the common parts of the estate weekly, checking and taking action on:

  1. Health and safety risks or hazards
  2. Communal repairs
  3. State of cleanliness and clearance of rubbish
  4. Defects to the communal lighting
  5. Illegal parking

• To manage the Community Alarm system and the service and maintenance contract, ensuring it continues to meet the requirements of residents.

• Ensure that the energy service provider is delivering an acceptable service at all times for both The Finchley Charities and residents. Ensure all meters are read accurately and reported accordingly.

• Attend and report to Trustee meetings, Committees and Residents’ Groups on performance of the Property Services functions as required.

• Make regular site visits to the Fuel Land Allotments ensuring the allotments are managed effectively and all regulatory requirements are adhered too.

**Plant and equipment**

• Ensure the proper operation of all estate plant and equipment liaising with the relevant service contractors to undertake servicing and/or repair faults.

• Ensure that lighting circuit time switches are set correctly to suit changing lighting-up times.

• Ensure that the fire alarm, emergency lighting and smoke alarm systems are routinely tested.

• Ensure all door entry systems are routinely serviced and maintained and tradesman times are monitored and are set correctly to suit changing times.
• Monitor the effectiveness and operation of the communal boilers, individual resident’s boilers and heating in the communal areas. Report any problems to the service contractor and monitor their performance.

• Ensure that heating time switches and programmers are adjusted as required.

• Ensure that the washing machines and dryers in the laundry are routinely checked and any defects are reported to the service contractor. Monitor the performance of the service contractor.

• Ensure that the laundry dryer filters are routinely cleaned.

Assistance to tenants

• Ensure that disabled adaptations such as handrails and bath or toilet seats, etc are fitted where required working when required with occupational therapists.

• Ensure that requests for small tasks for disabled or frail residents are carried out, including (the list is not exhaustive): -

  1. Changing light bulbs
  2. Assistance with putting up or taking down curtains
  3. Resiting cupboards
  4. Moving furniture
  5. Adjusting television reception.

Working in a team and with others

• Contribute positively to working in a team and across The Finchley Charities to deliver quality services to residents.

• Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

• Act in a professional manner while on duty and when representing The Finchley Charities.

Financial control

• Work within established budgets and maintain accurate financial records.

• Authorise invoices within financial limits.

• Manage performance and budgets for all areas of responsibility, providing reports as required preparing and monitoring the ERF and CMF budgets.

Record keeping and data management

• Ensure accurate and up to date electronic property files and records are maintained on a daily basis.

• Maintain confidentiality of records and information relating to residents and staff in accordance with The Finchley Charities’ Data Protection and Confidentiality Policy.
Quality and regulatory compliance

- Understand the legal framework in which The Finchley Charities provides housing and support to residents.
- Continuously look to improve the quality of services responding positively to customer feedback and complain.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements.

Other

- Carry out any other duties as required by the Chief Executive of The Finchley Charities.
Person specification

Property Services Manager

Experience

Minimum of 5 years general experience working in a similar setting, carrying out a repairs and cyclical maintenance programme.

Demonstrate a knowledge of managing contracts at an operational level.

Have experience of managing cleaning and grounds maintenance functions.

Demonstrable experience of delivering change in a complex organisation and of having embraced new ways of working.

Ability to work and engage with vulnerable older adults.

Ability to operate computer systems covering property maintenance functions

Knowledge

Ability to specify building works for day to day repairs and cyclical maintenance works, to evaluate builders’ estimates, supervise and check works on site, authorise works for payment.

Understanding of the Decent Homes Standards.

Understanding of Health and Safety in respect of property maintenance and repairs.

Knowledge of property CRM / Data-base systems.

Education and Training

HNC Building or equivalent qualification.

Educated to degree level or equivalent.

Demonstrable commitment to and evidence of continuous professional development and learning.

Core Competencies

Resident focus

- Understand the challenges faced in a sheltered housing setting and the needs of older residents
- Provides excellent service delivery to both internal and external residents, responding promptly and effectively at all times
Communication

- Communicate 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

- Work well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treat all people with respect
- Uphold the Finchley Charities’ equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produce accurate, thorough, and professional work
- Plan and manage own work load, working flexibly to meet changing work priorities and demands
- Maintain excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Deliver tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises the Finchley Charities IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understand how to work safely
- Understand how to respond to a safeguarding incident and react accordingly
- Manage own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Residents

- A focus on maximising the independence of our Residents in all interventions
- A focus on delivering a holistic service to Residents at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Residents to improve their life situation
- The ability to deal with residents exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to older adults

Communication

- The ability to communicate effectively with all Residents
Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with residents

Management & Leadership Competencies

Leadership

- Inspire others, developing and sustaining motivation and pride in our work
- Delegate work appropriately and empower colleagues at given opportunities
- Communicate effectively in a manner which involves colleagues
- Follow policy and procedure and encourage others to do so

Managing Performance

- Set and review clear, challenging and achievable objectives with individuals and contractors
- Recognise areas of concern and identify and deliver solutions
- Apply The Finchley Charities’ HR Policies & Procedures effectively

Managing Resources

- Identify needed resources and contribute to the process of trying to secure them
- Manage costs and resources effectively

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date:

Reviewed and update November 2019