

# Assistant Director of Property Services

## Job Description



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<b>Department:</b>	<b>Business Operations</b>
<b>Reporting to:</b>	<b>Director of Business Operations</b>
<b>Part of:</b>	<b>Senior Management Team (SMT)</b>
<b>Responsible for:</b>	<b>Property Services Manager, Surveying team and Health and Safety Compliance</b>
<b>Salary range:</b>	<b>£60-70,000 per annum, inclusive of car allowance</b>

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### Summary of Role

To lead, manage and develop Mount Green's property and assets services ensuring maximum performance through high quality and cost-effective services, which are accountable to customers and stakeholders.

Provide strong, inspirational, leadership and direction for staff, to facilitate a one-team culture across the business that delivers high performance and ensures residents/ customers are at the heart of our business.

Develop effective working relationships with colleagues across Mount Green and external partners, in accordance with the Regulator of Social Housing's (RSHs) regulatory standards and ensuring the organisation is fully compliant with the necessary legislation covering property and asset services. Key stakeholders include repairs contractor, gas servicing contractor, other ad-hoc contractors, service providers of compliance and health and safety (H&S) checks and works, and consultants used to support repairs and maintenance services. And in developing such relationships, ensure that Mount Green's Corporate Plan/ Business Plan objectives and strategy are taken in to account.

### Key Corporate Tasks

- Contribute to the strategic drivers of Mount Green through participation as a full member of the Senior Management Team (SMT) and ensure that the Corporate Plan objectives, individual business units plans and Mount Green's values are effectively communicated to staff and then implemented and delivered;
- Contribute to and/or prepare reports to the Executive Management Team and the Board and its Committees, including sharing up to date and emerging information on H&S compliance, performance and procedures, policies, new legislation, new guidance and the latest good practice;
- Ensure that appropriate and consistent management and business controls are in place;
- Manage and influence your staffs' performance to ensure that expectations are clear, with poor performance addressed and strong performance recognised;

- Provide effective new staff inductions to ensure staff understand Mount Green and its ethos, as well as their job role to be able to completely fulfill its requirements and expectations;
- Lead staff to embrace change as a constant and support the new information technological (IT) changes in line with the digital transformation strategy to ensure future needs of customers and efficiency are achieved, and that asset management software is up to date and all relevant interfaces function effectively;
- Ensure all your service areas have properly constituted budgets, including compiling realistic budgets with appropriate targets, levels of activity and programmes to deliver the Property and Assets service;
- Ensuring all budgets are monitored and controlled effectively, in accordance with the agreed procedures, levels of delegated authority and financial control/ audit requirements and adhere to Mount Green's financial regulations;
- Demonstrate a culture of value for money, understanding industry best practice in Property and Asset services' key performance indicators (KPIs) and peer benchmarking;
- Develop and maintain a good working relationship with key external stakeholders including repairs contractor, gas servicing contractor, other ad-hoc contractors, service providers of compliance and health and safety (H&S) checks and works, and consultants used to support repairs and maintenance services etc;
- Promote and embed equality, diversity and inclusion as an integral aspect of working for Mount Green, leading by example;
- Ensure the effective management of health and safety arrangements of staff, contractors and customers;
- Ensure appropriate policies, procedures and risk management processes are in place for the delivery of all property and asset service areas overseen;
- Ensure that residents have safe and pleasant homes, estates and neighbourhoods to live in; and
- Carry out any other duties which are consistent or commensurate with the role and/ or as directed by the Director of Business Operations, the Chief Executive and/ or Board.

### **Key Service Area Tasks**

- Operational management of the organisation's property and assets to ensure that customers' needs are met, best use of the stock is made and corporate business plan objectives are successfully delivered;
- Support and input into the strategic management of the organisation's property and assets to ensure best use of the stock is made and future corporate business plan objectives are created and developed;
- Oversee the Property and Assets teams support in identifying any assets that are uneconomic to maintain or worth realising to achieve other business objectives as part of a coordinated disposals programme;
- Ensure compliance with legal health and safety requirements is strictly adhered to and monitored, so that Mount Green's residents, staff and contractors can be confident that their safety in our assets is delivered to legal and regulatory standards. Specifically ensure that fire safety, gas servicing, asbestos management (and associated arrangements), legionella testing, passenger lift (LOLER) servicing and electrical testing are all fully compliant with legal and safety requirements;
- Ensure appropriate H&S systems, equipment, training and culture are in place to achieve compliance requirements;

- Ensure the responsive repairs services is effectively managed and delivered, to ensure that residents receive a good quality repairs service that meets the Board approved KPI targets (as set from time to time) and our required standards as set out in our repairs policy;
- When required, oversee the procurement and robust management of contracts relating to responsive repairs, voids, gas, lifts, water monitoring, electrical compliance and the planned and cyclical maintenance programmes;
- Oversee that void properties are available and ready to let with a minimum period of delay to minimise the human impact and financial impact of void loss from unoccupied properties, working in close co-operation with the Housing Service;
- Oversee the identification of opportunities for development of Mount Green owned assets and land and recommend projects to bring forward including remodeling of existing stock and extension of suitable properties to create larger homes, working in collaboration the Assistant Director of Growth and Development;
- Oversee the Property and Assets team undertake aids and adaptations to meet the needs of vulnerable residents, working closely with Housing Services and other parties, where these have been requested, ensuring Mount Green's legal requirements and policies are adhered to;
- Ensure the development, procurement and management of Mount Green's planned maintenance and cyclical maintenance programmes and overall asset management strategy takes place and makes best use of existing stock; and
- Where appropriate identify external funding streams in delivering programmes of various types and complexity to ensure financial capacity for property and assets is maximised.

**Note:** This job description is a summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

# Assistant Director of Property Services

## Person Specification



1.	Education and Qualification	Essential	Desirable
1.1.	Degree level education or equivalent through relevant training/ experience in the housing sector	<input checked="" type="checkbox"/>	
1.2.	Fully qualified MCIOB or MRICS	<input checked="" type="checkbox"/>	
1.3.	Managing asbestos in buildings P405		<input checked="" type="checkbox"/>
1.4.	IOSH Managing Safely		<input checked="" type="checkbox"/>
1.5.	Level 3 Certificate in Fire Safety or equivalent		<input checked="" type="checkbox"/>
2.	Knowledge and Experience		
2.1.	At least three years' senior level experience of property and asset services management and delivery	<input checked="" type="checkbox"/>	
2.2.	Demonstrable track record of success at senior management level within property and asset services, with departmental and budgetary responsibility experience	<input checked="" type="checkbox"/>	
2.3.	Experience of developing a commercial approach within a social housing sector		<input checked="" type="checkbox"/>
2.4.	Experience of procuring and managing contracts	<input checked="" type="checkbox"/>	
2.5.	Up to date knowledge and experience of housing and associated legislation, sector influences and regulatory requirements - including the RSHs regulatory standards and Key Performance Indicator monitoring for housing services	<input checked="" type="checkbox"/>	
2.6.	Experience of implementing a strong performance management culture	<input checked="" type="checkbox"/>	
2.7.	Experience of working in partnership with internal and external stakeholders to deliver improved services and performance	<input checked="" type="checkbox"/>	
2.8.	Experience of working at a senior management level with a Board, Committees and stakeholders		<input checked="" type="checkbox"/>
2.9.	At least 3 years' experience of managing the delivery of statutory H&S compliance within social housing.	<input checked="" type="checkbox"/>	
3.	Skills and Ability		
3.1.	Ability to investigate, identify, develop, plan and implement innovative service delivery models to meet service delivery demands	<input checked="" type="checkbox"/>	
3.2.	Ability to carry out financial and risk appraisals of service delivery models and critically evaluate options and solutions	<input checked="" type="checkbox"/>	
3.3.	Ability to apply and articulate a risk management approach to core housing service areas	<input checked="" type="checkbox"/>	
3.4.	Ability to take a customer centred approach to service delivery, ensuring those most in need, not those who shout the loudest, receive an effective property and assets service	<input checked="" type="checkbox"/>	
3.5.	Excellent communication skills (verbal and written)	<input checked="" type="checkbox"/>	
3.6.	Numerate and data literate, with an ability to demonstrates an analytical approach	<input checked="" type="checkbox"/>	

3.7.	Strong IT skills and usage, embracing digital transformation to deliver services more efficiently and cost effectively	<input checked="" type="checkbox"/>	
3.8.	Prioritises and plans effectively	<input checked="" type="checkbox"/>	
<b>4.</b>	<b>Behavioural Competencies</b>		
4.1.	Good team player – able to work positively with and support others	<input checked="" type="checkbox"/>	
4.2.	Sets stretching performance targets for self and team	<input checked="" type="checkbox"/>	
4.3.	Results orientated and shows determination to reach targets and objectives	<input checked="" type="checkbox"/>	
4.4.	Open and honest, with a strong sense of integrity	<input checked="" type="checkbox"/>	
4.5.	Able to 'live' the organisations values around leadership, residents, empowerment, focus and pragmatism	<input checked="" type="checkbox"/>	
4.6.	Flexible, 'can do' attitude, able to generate a strong team spirit, that pulls together a team to achieve key goals and objectives	<input checked="" type="checkbox"/>	
4.7.	Will push the boundaries and has a real sense of exploring the art of the possible to get the job done	<input checked="" type="checkbox"/>	
4.8.	Not to tolerate any form of racism or discrimination within the workplace or within the communities where we own and manage homes. To commit to ensuring our staff, residents and partners are not exposed to racism or discrimination while working for Mount Green or living in one of our homes and being robust in responding where this is noticed or reported to us.	<input checked="" type="checkbox"/>	
<b>5.</b>	<b>Commitment / Other</b>		
5.1.	The post holder must be able to work outside of normal working hours on some occasions	<input checked="" type="checkbox"/>	
5.2.	UK Driving licence with insurance for business purposes	<input checked="" type="checkbox"/>	