**JOB DESCRIPTION**

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| **Job Title**  | **HEAD OF PROPERTY**  |
| **Reporting To**  | **Group Chief Executive Officer**  |
| **Grade**  | **EVH Grade 9 P5-7** |
| **Key Objective**  |
| To lead the property team to ensure Ferguslie Park Housing Association delivers an excellent repairs and maintenance service to tenants and to protect the long-term sustainability of the assets owned by the Association and its subsidiary the New Tannahill Centre |

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| **Job Overview**  |
| To manage both the Senior Asset Officer and Senior Property Services Officer to ensure the assets owned by the Association and its subsidiaries are maintained to the highest quality standards while achieving value for money, outstanding customer satisfaction and compliance with all statutory, legal and regulatory requirements within the property services function. |

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| **Key Responsibilities**  |
| Functional: * To lead the effective management, maintenance and improvement of the Association’s properties.
* Manage and mitigate operational and strategic risks surrounding management of the Association’s property assets.
* Set and manage budgets for reactive repairs, void repairs, cyclical maintenance and major investment in the Association’s assets.
* Support the Head of Housing to deliver and outstanding front-line contact service that proactively resolves enquiries at the first point of contact.
* Actively contribute to the Association’s medium-term and long-term financial plans including ensuring robust information is available to forecast future investment needs for the Association’s stock.
* Develop and deliver key strategies and policies including the Asset Management Strategy.
* Act as the Senior Officer responsible for Landlord Health and Safety. Manage and mitigate Landlord Health and Safety risks and report to the Board and Chief Executive.
* Ensure that the Association’s insurance policy is understood by Property staff and all relevant claims are submitted and administered timeously and effectively and the details passed to the Finance Team
* Oversee the effective planning of major works investment and cyclical maintenance to the Association’s properties including effective consultation with tenants, owners and other stakeholders.
* Ensure the Association’s properties are maintained to a standard that is compliant with all relevant legislation, such as the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESSH).
* Ensure all property investment, repairs and maintenance contracts are procured in line with the legislation.
* Ensure all property investment, repairs and maintenance contracts are managed effectively to deliver value for money for the Association.
* Oversee the management of the Association’s stock condition database and ensure this is used to shape investment and maintenance programmes.
* Maximise investment in the Association’s assets through external grants.

Organisational:* Ensure implementation of the Association’s Equality and Diversity Policy as it relates to the Property Management functions.
* Contribute to the preparation of the Association’s Annual Business Plan, Management Plan and Annual Report.
* Oversee the accurate completion of statistical returns such as the Annual Return of the Charter (ARC).
* Produce clear and concise reports for the Senior Management Team and Board to facilitate appropriate strategic decisions.
* Establish a skilled, well-supported and well-motivated Property team.
* Empower the Property team to act with minimum supervision needed to ensure probity and efficiency.
* Ensure the Property team shares a common vision and are oriented towards delivering outstanding customer service.
* Lead the development and delivery of the annual Team Delivery Plan for asset management and repairs.
* Be outward-looking and apply new ideas and best practice from inside and outside of the sector to FPHA.
* Build excellent rapport and effective partnerships with customers, stakeholders and contractors.
* Actively break down organisational barriers to solve problems and deliver the best possible service for customers.
* Identify potential cost-saving opportunities and deliver cash efficiencies for the Association.
* Actively seek ways to engage customers in shaping and influencing our services, seek and use feedback.

 General: * Any other duties as agreed with the Group Chief Executive Officer

. Corporate Responsibility: * Act as a role model within the Property team and wider FPHA staff team.
* Ensure compliance with all regulatory, statutory and legal requirements and other directives.
* Comply with FPHA’s policies including our Code of Conduct, Health and Safety, Anti-Fraud and Bribery and Equalities Policies.
* Maximise the use of ICT to improve efficiency, increase productivity and develop new and existing services and actively promote the interests and activities of the Association through digital and social media.
* Produce accurate and timely performance information and data, including information required for regulatory and statutory returns and agreeing and implementing actions arising from internal and external audits.
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| Key Contacts  |
| External  | Internal  |
| * Partner RSLs
* Industry bodies (SFHA, CIH, SHN, GWSF)
* Contractors, including FPHA subsidiaries
* Consultants
* Renfrewshire Council
* Scottish Housing Regulator
* Statutory authorities & utilities
 | * FPHA Employees
* NTC Employees
* Tenants
* Sharing Owners
* Tenant applicants
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**PERSON SPECIFICATION**

**Experience & Knowledge**

**Essential:**

* Extensive demonstrable senior management experience in a social housing
* environment or equivalent.
* Excellent understanding of the regulatory and legal framework surrounding
* the delivery of asset management or property maintenance services to
* Scottish social housing tenants and factored owners.
* Experience of formal contract management.
* Detailed understanding of procurement of property-related contracts.
* Knowledge and experience of Health & Safety legislation.
* Experience in delivering effective budget management and delivering
* improvements in value for money.

**Desirable:**

* Experience within an RSL, housing-related or other voluntary organisation.
* Experience of and involvement with more than one sector.
* Experience of the legal responsibilities and liabilities of RSLs.

**Skills & Abilities**

**Essential:**

* A dynamic self-starter who thrives on change, learning and innovation.
* Excellent leadership and motivational skills with the ability to foster
* empowerment.
* Excellent communication skills - verbal, presentational and written.
* Ability to challenge and take action to address poor performance.
* Proven ability to manage a variety of projects to time and budget.
* Ability to manage complex budgets, including timely identification and
* mitigation of budgetary risks.
* Ability to innovate and transform services to become more customer
* focused and deliver better value for money.
* Ability to use data to drive business decisions.
* An excellent understanding of processes, systems and how to drive system
* efficiency.
* Excellent customer focus and ability to develop partnerships with key
* stakeholders including residents.
* Ability to develop excellent policies and procedures that set clear

expectations around staff and contractor performance.

* Excellent computer literacy skills, including the use of MS Office and
* relevant housing repairs and maintenance software for reporting and analysis.

**Desirable:**

* Understanding of how to use IT to facilitate performance and customer
* service improvement.

**Qualifications**

**Essential:**

* Possession of a relevant professional qualification or knowledge and ability at an equivalent level.

**Desirable:**

* Management qualification and/or relevant professional qualification e.g.

CIH, RICS.

**Other Requirements**

**Essential:**

* Commitment to the values of The Ferguslie Group
* Committed to diversity and inclusion.
* Flexibility to work out with office hours e.g. early mornings and evenings as required.

**Desirable:**

* Hold a driving license and have use of a car, insured for business use,

during the working week