**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Property Manager | **Grade**: PO6 |
| **Section:**  Property Management Team | **Directorate:**  Housing and Regeneration |
| **Responsible to following manager:**  Head of Housing (Allocation & Provision) | **Responsible for following staff:**  1 x Deputy Property Manager  1 x Senior Technical Maintenance Officer  1 technical officer  Section of 13 officers  11 PMOS/2 operatives  Total section of 16 |
| **Post Number/s:** | **Last Review Date: May 2016** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

To be responsible for the provision an effective, comprehensive, housing management service to clients across all forms of directly managed temporary accommodation.

**Specific Duties and Responsibilities:**

1. To lead and effectively manage staff and resources to provide an effective, comprehensive housing management service to homeless clients in directly managed temporary accommodation and the Councils’ private sector schemes dispersed both within and outside of the Borough boundaries of Wandsworth and Richmond upon Thames.
2. To ensure that all directly managed properties meet statutory health and safety standards and that health and safety is regularly reviewed, including the regular testing of fire alarms at all hostels with shared facilities.
3. To liaise with the Temporary Accommodation and/or area housing teams to ensure that void properties are voided and let within timescales; to monitor and minimise timescales for TA void properties, identify and implement improvements to facilitate quick relet periods.
4. Responsible for maintaining safe environments at hostels dispersed across both boroughs, taking rapid and proactive steps to prevent, minimise and resolve any ASB issues. Responsible for maintaining good communication and relationships with residents of the surrounding areas, liaising with the local police and resident associations to ensure the effective utilisation of appropriate crime prevention techniques. Responsible for holding regular advice and housing mobility surgeries, and engagement events for residents
5. To liaise with the procurement manager to ensure that all properties procured for the Councils’ use for discharging the Council’s duties meet the statutory health and safety standards, including carrying out regular fire risk assessments and inspections.

1. Work closely with the procurement team to maximise supply of TA under private sector scheme, and to ensure that the units procured meet the service’s needs. Carry out joint inspections of units/blocks that would be useful for rough sleepers. Carry out an efficiency review if blocks are procured
2. To develop and manage a branded landlord service through continuous review and good practice. Develop and maintain standards of an excellent property management service through branding, creating knowledge hubs and advertising to encourage more landlords to join the scheme, and to remain working with the Council. To carry out landlord surveys to identify good practice and continuous improvement, particularly for those who decide to leave the PSL scheme.
3. To ensure that procured units are managed for specific clients, such as rough sleepers, and those experiencing domestic abuse and mental health; ensure that the management service delivers within a multi-agency framework to sustain tenancies and to ensure that these clients have the appropriate support.
4. To act as Lead Officer in the conversion and development of new schemes. Liaises with Technical Services, Design Services, and the approved contractor to ensure the new scheme is completed and let on time and meets the demands of the service.
5. To regularly review the performance and output of the team ensuring targets are met within budget and within audit guidelines. To devise, develop and implement policies and procedures within the team and the Housing Services division, and where necessary to adapt the service to meet the needs of vulnerable groups such as domestic abuse clients and rough sleepers. To provide consistent structured supervision across those teams, with a focus on performance/outcomes and development and training needs of all staff within the section. To implement the employer’s HR codes as required.
6. To ensure to effective management of the hand back/lease renewal process. Ensure that properties where the landlord wants to hand back their property is done within time;
7. To be responsible for the team budget of around £4.9 million and monitoring effective spend and taking appropriate action to ensure that value for money is achieved
8. To liaise with internal and external stakeholders to encourage joint working and development of the Housing Services division.
9. To draft, or assist in the drafting of, complex reports to the scrutiny and decision-making Committees of both Councils and to present them as necessary. To provide confidential advice to elected members and Chief Officers on all aspects of the post holder’s responsibilities.
10. To deputise for the Head of Housing Services as required and provide cover for other team managers. To represent the Council/s and the Housing Services division at external meetings and events and to act as a witness in litigation related to the duties of the post, as directed. As and when directed to work in either borough.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* Responsible for monitoring and managing Nightingale Square’s Income &

Expenditure, including running costs, salaries, accommodation costs and Housing Benefit subsidy payments, within budgetary constraints. In conjunction with the Head of Housing prepares a budget plan for each financial year. Undertakes reviews and prepares reports on spend/ income on a monthly basis to ensure net spend, within budget.

* Must have the use of motorised transport and be able to carry out visits to all forms of temporary accommodation both in and outside of London and/or be able to carry out visits using public transport
* Must be able to climb stairs in order to inspect accommodation.

**Current team structure**

**Person Specification**

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| --- | --- |
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| **Post Number/s:** | **Last Review Date: July 2022** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge** | |
| Sound knowledge of housing legislation relating to Part V1& Part V11 housing applications | A I |
| Good knowledge of Welfare Benefits and current welfare reforms | A I |
| Building maintenance and disrepair issues across a variety of housing stock, and statutory legislation, including HHSR. | A I |
| Good practice around dealing with landlords and delivering an excellent service |  |
| **Experience** | |
| line management experience on managing and motivating staff in a front-line environment. | A I |
| Experience of property inspections and dealing with litigation relating to property disrepair. | A I |
| Project management experience and dealing with other professionals e.g. Surveyors, Contractors, Project Managers | A I |
| Experience of dealing with Residents Associations, Neighbourhood Watch, Police etc. in solving issues between tenants and residents, including ASB | A I |
| Experience of inter-agency working and attendance at Case Conferences, particularly for vulnerable clients such as rough sleepers, those with an offending history and applicants fleeing DA | A I |
| Sustaining a branded landlord service to ensure landlords remain with the Council | A I |
| **Skills** | |
| Ability to deal with clients tactfully and impartially, in stressful situations | A I |
| Excellent written and verbal communication skills | A I |
| Ability to meet targets and deadlines, often at short notice, in a changing environment | A I |
| Ability to work on own initiative, often alone and outside office hours | A I |
| **Qualifications** | |
| Maths and English GCSE grade C and above or equivalent | C |
|  |  |
| **Other** | |
| Must have the use of motorised transport and be able to carry out visits to all forms of temporary accommodation both in and outside of London. | C |
|  |  |
| Must be able to climb stairs in order to inspect accommodation. |  |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**