

## Job Profile comprising Job Description and Person Specification

### Job Description

|  |   |
|--|---|
| <b>Job Title:</b><br>Property Management Officer                                     | <b>Grade:</b> PO1                               |
| <b>Section:</b><br>Property Management Team  | <b>Directorate:</b><br>Housing and Regeneration |
| <b>Responsible to following manager:</b><br>Property Manager/Deputy Property Manager | <b>Responsible for following staff:</b><br>N/A  |
| <b>Post Number/s:</b><br>RWH5020   | <b>Last review date:</b><br>November 2023       |

#### 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

Responsible to the Property Manager and Deputy Property Manager for the provision of a fully comprehensive supportive housing management service to clients in directly managed temporary accommodation dispersed across and outside both Councils.

#### Specific Duties and Responsibilities

- 1) Responsible for a portfolio of temporary accommodation, including casework management of the client and for housing management and repairs, from the point the property is let to vacation.

- 2) To carry out visits, as directed, to all forms of directly managed temporary accommodation ensuring that relevant health and safety standards are met and maintained. Including the weekly testing of fire alarms at all hostels with shared facilities.
- 3) To take prompt action to ensure the efficient use of property, minimising squatting and unauthorised occupation and ensuring the property is being maintained by the tenant.
- 4) To be responsible for ensuring all units of directly managed Temporary Accommodation are available for re-letting in timescales agreed with the Property Manager. Responsible for advising the Temporary Accommodation team of available properties and to arrange the sign up of new tenancies advising new customers of the provisions of their tenancy. Managing refusals and discharges of duty where necessary.
- 5) To ensure that all housing management issues are dealt with appropriately and that the necessary legal action is taken as required. To investigate complaints of anti-social behaviour, noise nuisance, breach of tenancy etc and to take the appropriate action. To attend court where necessary.
- 6) To report and follow up property maintenance issues and be aware of the conditions contained in leasing agreements. To arrange properties for hand back where leases are not renewed.
- 7) To provide monitoring and statistical information as required. To produce comprehensive reports of visits and inspections.
- 8) To participate in duty rotas across both boroughs. To respond to letters and enquiries from MP's Councillors, clients and outside agencies as requested by the property manager.

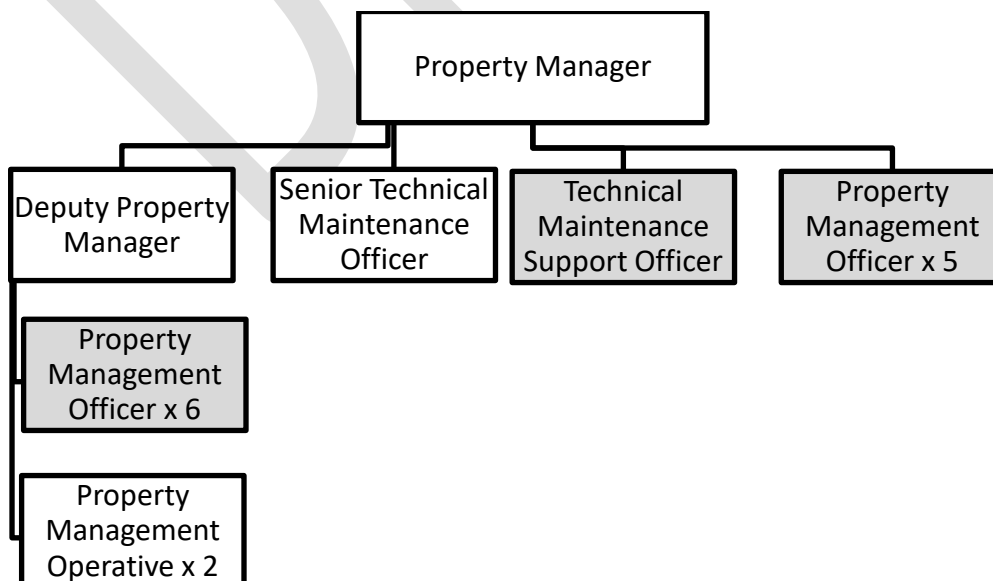
To provide a rent collection service for a specific portfolio of properties, to minimise arrears and to initiate recovery action against outstanding debt, liaising with colleagues in other sections as necessary.

### 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 profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### Additional Information

### Team structure



## Person Specification

|  |   |
|--|---|
| <b>Job Title:</b><br>Property Management Officer                                     | <b>Grade:</b> PO1                               |
| <b>Section:</b><br>Property Management Team  | <b>Directorate:</b><br>Housing and Regeneration |
| <b>Responsible to following manager:</b><br>Property Manager/Deputy Property Manager | <b>Responsible for following staff:</b>         |
| <b>Post Number</b> RWH5020   | <b>Last Review Date:</b> November 2023          |

### 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.

| Person Specification Requirements  |  |                  | Assessed by<br>A/I/T/C<br>(see below for<br>explanation) |
|--|--|------------------|--|
| <b>Knowledge</b>   | <b>Essential</b>   | <b>Desirable</b> | <b>Assessed</b>  |
| Good knowledge of building maintenance and ability to recognise and identify simple repairs  |  | ✓                | A/I/T  |
| A good working knowledge of Excel, Word and Outlook and the ability to learn other IT packages   | ✓  |                  | A/I/T  |
| Knowledge of HHSRS and how to identify health and safety issues  |  | ✓                | A/I/T  |
| <b>Experience</b>  | <b>Essential</b>   | <b>Desirable</b> | <b>Assessed</b>  |
| Experience of working with members of the public in stressful situations either face to face or on the telephone together with the ability to deal with clients tactfully and impartially whilst maintaining a sympathetic but firm approach e.g. when dealing with disputes, nuisance or anti-social behaviour. | ✓  |                  | A/I/T  |
| Experience of property inspections.  |  | ✓                | A/I  |
| Experience of working under pressure with the ability to prioritise and organise your own workload in order to meet deadlines.   | ✓  |                  | I  |
| <b>Skills</b>  | <b>Essential</b>   | <b>Desirable</b> | <b>Assessed</b>  |
| Excellent written and verbal communication skills  | ✓  |                  | A/I/T  |
| Ability to meet targets and deadlines, often at short notice, in a changing environment  | ✓  |                  | A/I/T  |
| Ability to work on own initiative, often alone and outside office hours  | Housing related qualification desirable or equivalent experience |                  | A/I/T  |
| <b>Qualifications</b>  | <b>Essential</b>   | <b>Desirable</b> | <b>Assessed</b>  |
| Housing related qualification desirable or equivalent experience   |  | ✓                | A  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**