

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Property Management Officer	Grade: PO1
Section: Property Management Team	Directorate: Housing and Regeneration
Responsible to following manager: Property Manager/Deputy Property Manager	Responsible for following staff: N/A
Post Number/s:	Last Review Date: January 2026

Working for Richmond Council

This role is employed under Richmond Council. The overall purpose of Richmond 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.

Richmond Council 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 the borough

Specific Duties and Responsibilities

- 1) Responsible for a portfolio of temporary accommodation, including tenancy management, repairs and coordinating void repairs when the property become vacant.
- 2) Provides the main point of contact with tenants and landlords by receiving and acting upon tenants and landlords' complaints and enquires. 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. Attending Court routinely on housing management cases, gas safety injunction cases, unauthorised occupants and squatters also arranges and attends subsequent evictions. Attends evictions for rent arrears and unauthorised occupation and executes gas safety injunction orders.
- 4)
- 5) 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.
- 6) Responsible for prioritising your own workload, dealing with enquiries and requests on management and repair matters in accordance with established policies and procedures. As the first and primary point of contact, you are required to be highly conversant and comply with relevant legislation and case law, imparting the information to tenants as required.
- 7) To investigate complaints of routine and non-routine complex cases of anti-social behaviour and breach of tenancy ensures all cases are progressed in accordance with policy and procedure. Keeps the NPS anti-social behaviour database fully updated. Initiates mediation where possible and takes enforcement action for breach of lease/tenancy agreements
- 8) Responsible for investigating, and taking appropriate action on complaints from residents, elected Members of Parliament and ward Councillors. respond to letters and enquiries from MP's Councillors, clients and outside agencies as requested by the property manager.
- 9) Liaises with internal and external agencies in respect of vulnerable residents with mental or physical health issues or social difficulties. Attends and presents

at case conferences such as Community Multi Agency Risk Assessment Panel or Team Around the Child regarding high risk or complex cases.

- 10) Liaising with landlords to renew leases, coordinate repairs that fall within the landlord's responsibility and arrange properties for hand back where leases are not renewed.
- 11) Issues repair orders in accordance with Council procedures; be aware of the conditions contained in leasing agreements. Carry out post-inspections and checking of invoices. Processes variation orders and resolves disputes regarding invoices. Responsible for ensuring appropriate security measures are taken for all vacant properties in their patch.
- 12) To participate in a duty rota.
- 13) Make sure buildings are compliant with fire safety regulations by ensuring that communal areas are clear. Initiates and progresses enforcement action for breach of lease if warranted.
- 14) Manage the lease of Council owned properties. Making insurance claims where possible for damage caused to the property covered by the building insurance. Review all annual service charges and any minor or major works, providing a comprehensive report to the Property Manager. To have working knowledge of Section 20 of the Landlord and Tenant Act 1985 (as amended by the Commonhold and Leasehold Reform Act 2002, S151). Raise disputes or query the services that have been invoices with Richmond Housing Partnership within a timely manner, ensure that the services charge account balance is up to date.

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.

This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any particular post or post holder. Any proposal to change the job description will first be the subject of consultation with the post holder, who may seek the advice of a personnel officer or a staff representative.

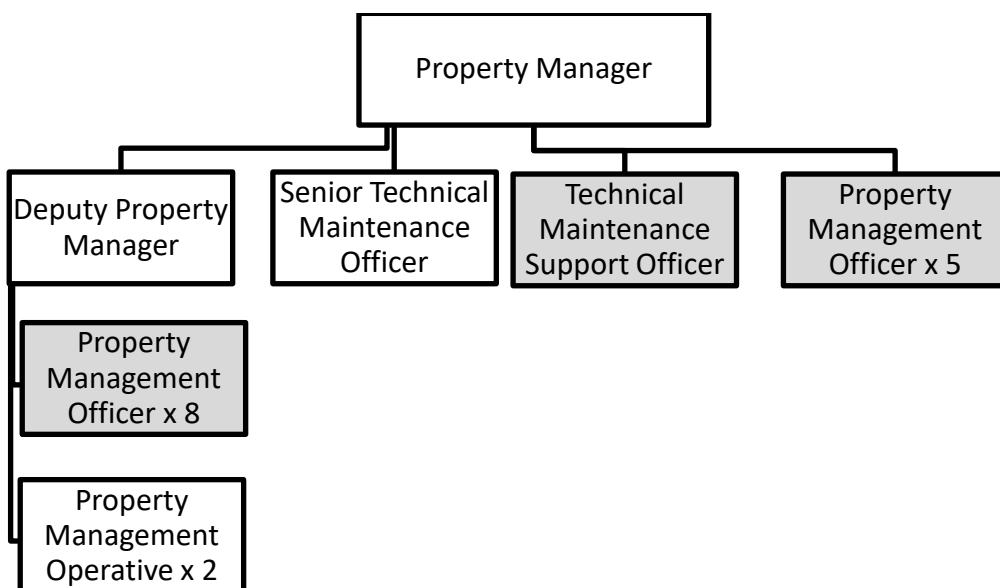
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Borough

- 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

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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 A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
To have working knowledge of the Landlord and Tenant Act 1985 (as amended by the Commonhold and Leasehold Reform Act 2002, S151).	A/I		
Good knowledge of building maintenance and ability to recognise and identify simple repairs		A/I	A/I/T
A good working knowledge of Excel, Word and Outlook and the ability to learn other IT packages	A/I		A/I/T

Knowledge of HHSRS and how to identify health and safety issues		A/I	A/I/T
Experience	Essential	Desirable	Assessed
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		A/I/T
Experience of property inspections.		A/I	A/I
Experience of working under pressure with the ability to prioritise and organise your own workload to meet deadlines.	A/I		I
Skills	Essential	Desirable	Assessed
Excellent written and verbal communication skills	A/I		A/I/T
Ability to meet targets and deadlines, often at short notice, in a changing environment	A/I		A/I/T
Ability to work on own initiative, often alone and outside office hours			A/I/T
Qualifications	Essential	Desirable	Assessed
Housing related qualification desirable or equivalent experience		C	A

A – Application form / CV

I – Interview

T – Test

C - Certificate



Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.