



# Head of Property Services

**Are you a property maintenance professional with a social conscience?**

## About Us

Tamil Community Housing Association (TCHA) is a BME housing association operating in London. We own or manage over 600 homes in north and east London and provide housing and support services to our residents.

TCHA has recently doubled in size following the successful stock transfer of homes from Apna Gar Housing Association to TCHA last August. We now need to consolidate our position, making sure all are homes are of a good standard and we have a clear plan to maintain them going forward.

Being a small, community based housing provider, we pride ourselves on involving and engaging residents in meaningful ways in all aspects of our services, including property services. We also value the input and contributions from our staff team. At TCHA everyone's voice counts. We offer everyone who works here a voice, which means your career with us will be very rewarding.

## About The Role

We are looking for a Head of Property Services to deliver on these expectations. This role carries operational and strategic responsibility for asset management, property compliance and health and safety, tendering, letting and managing contracts for day to day repairs and voids, capital works and specialist services.

You'll be part of our Senior Management Team and will share responsibility for the overall running of the business, reporting to the Board and its committees. You'll take the lead on strategic matters for all Property Services functions, working closely with the Chief Executive to deliver objectives.

You'll need to lead and manage the day to day operations for all property maintenance services. The successful candidate will be equally comfortable managing contracts and contractor performance, working with residents and using resident feedback to inform service delivery whilst leading and inspiring staff and contractors to deliver an excellent service.

The post holder will need to be capable of high level planning, contract management, budget management, health & safety and CDM, developing and reviewing policies and procedures,

completing customer and site visits and inspections and managing and developing the staff team.

If you are up for the challenge to drive through customer focused service improvements, deliver cost effective and value for money property services, ensure TCHA is meeting its health and safety obligations, and putting customers at the heart of the service, then we want to hear from you.

## About you

This role may suit someone who is looking to take their first step into senior management or looking to develop their senior skills. Being a smaller provider, you'll gain a breadth of experience from taking on this position.

You'll ideally hold a recognised qualification in a property related discipline with a minimum of degree level qualification or equivalent, or be working towards this. You'll be a member of a professional body, e.g. Chartered Institute of Building (CIOB), Royal Institute of Chartered Surveyors (RICS).

You'll have demonstrable knowledge of building construction, building standards, planning regulations, regulatory standards, and leasehold legislation.

You will have knowledge and experience of setting up and managing housing maintenance contracts and understanding how to drive excellent service delivery and value through effective contract management.

With previous experience and a sound knowledge of property compliance you will make sure that TCHA meets all its statutory and regulatory requirements ensuring our customers, staff and contractors are safe.

You'll be able to clearly demonstrate TCHA's values and behaviours internally and externally, supporting our ambition to be an employer and partner of choice.

## What's on Offer?

Hours:	37.5 hours / week (9.00am – 5.00pm)
Salary:	£60,000 per annum, plus essential car user allowance
Contract Type:	Permanent
Location:	London

## Make your application

To arrange an informal meeting to discuss the role or to submit an application please email [jobs@tamilhousing.org.uk](mailto:jobs@tamilhousing.org.uk)

Applications will only be accepted with a completed CV, ideally no more than 3 sides of A4 and a personal statement setting out how you meet the requirement of the job, again on no more than three sides of A4.

Applications should be made no later than 5pm on 11<sup>th</sup> October 2024.