

JOB DESCRIPTION

Job title:	Head of Property Services
Business Area:	Property Services
Contract Term:	Full Time, permanent
Reports to:	Chief Executive

Main Purpose

1.	To lead and manage the property services team, taking responsibility, and being accountable for, all property services functions
2.	To be the responsible person for property services functions for TCHA
3.	To be a member of the Senior Management Team, taking joint responsibility for the overall management of the business
4.	Lead on the operational delivery of a first class property and asset management service to residents
5.	Ensure, day to day repairs, void management, compliance, cyclical and capital works deliver value for money
6.	Ensure that TCHA complies with all statutory, regulatory and best practice standards across the property services function

Principle Accountabilities

General	
7.	Operational responsibility for the management and delivery of TCHA's day to day repairs service, void repairs, cyclical maintenance, compliance, aids and adaptations, cyclical and capital programmes, ensuring they deliver a first class, customer focused service
8.	Ensure all work and projects undertaken comply with TCHA's rules, policies and procedures including financial regulations, GDPR and health & safety
9.	Develop a team performance culture, collaborating as part of the SMT and with other managers to facilitate transformational change whilst acting as a role model with regards to all of TCHA's values and behaviours
10.	Understand the needs of our customer base and ensure customer needs and aspirations are used to shape and inform service planning and delivery, contributing to sustained high levels of customer satisfaction
11.	Day to day management of all property contracts ensuring high quality services, value for money, effective budget management and sound relationship management of contractors
12.	Develop and periodically review an affordable set of standards for TCHA's property services, which will deliver the objectives that are set
13.	Develop, write and review TCHA's policies and procedures for all property maintenance functions
14.	Translate strategy, plans, policy and procedures into team and individual objectives, key performance measures, management information, and work with the Chief Executive to support reporting to TCHA's Board and committees, including drafting and presenting reports
15.	Ensure effective line management of the Property Services team ensuring staff are suitably skilled, trained, developed and supported to deliver the service

16.	Ensure the ongoing professional development of the team encouraging individuals to set challenging objectives, work with and learn from one another and promote this ethos widely
17.	As part of the management team, providing management cover for other business streams as needed
18.	To be responsible for the Out of Hours Service and, on a rota basis, be the key point of contact for out of hours queries, together with other key staff
19.	In undertaking all duties to adhere and demonstrate commitment to TCHA's Equal Opportunities Policy

Asset Management

20.	Responsible for commissioning and updating Stock Condition Surveys and ensuring that accurate stock condition information is maintained and saved accurately on our systems, and used to inform short and long term asset management plans, business plans, our Asset Management Strategy and our approach to Net Zero Carbon
21.	Prepare annual property delivery plans and budget requirements to ensure TCHA maintains its assets, provides decent homes for its customers and delivers its business plan objectives
22.	Identify properties for potential disposal, refurbishment or remodelling providing analysis and recommendations to the Chief Executive including options appraisal, property valuations, 30 year costs and schedule of any proposed refurbishment and or remodelling works and associated costs
23.	Responsible for the maintenance and health and safety of our offices, investment properties and commercial buildings
24.	With the Finance & Resources Manager, maintain and update our asset register taking the lead on our property assets

Contract Management

25.	Prepare specifications and contract documentation, manage the tender process and let contracts for day to day repairs, specialist contracts, major repairs and cyclical maintenance, in line with TCHA's financial regulations, monitoring progress on each element of major repairs, and cyclical maintenance programmes
26.	Hold regular contact monitoring meetings with all contractors, ensuring KPIs, customer service, value for money and health and safety are robustly monitored

Major, Planned and Cyclical Works

27.	Ensure there is comprehensive and up to date information on the delivery and performance of all property contracts and effectively manage any risk to delivery. This will include ensuring data management systems are maintained that will record all works inspected, ordered, completed, including any remedial works and facilitate the effective analysis of these
28.	Ensure all contracts are effectively managed, to deliver agreed asset improvements within budget limits
29.	Appoint specialist consultants as and when needed to support projects and programmes

Void Management & Repairs

30.	In collaboration with the Head of Housing Management, deliver optimum turnaround time for all voids, ensuring properties meet TCHA's lettable standard on hand back, and works are completed within agreed timescales or better, to achieve KPI performance
31.	Ensure an efficient and effective repairs service which meets or exceeds TCHA's KPI targets, with a focus on first time fix, excellent resident satisfaction, and sound budget management

Health & Safety	
32.	Ensure that TCHA remains compliant with all statutory, regulatory and good practice requirements including asbestos management, electrical safety, fire risk assessments, legionella, gas servicing, lift maintenance, CDM, right to repair, the Decent Home Standard, Building Safety and the Regulatory Home Standard and Lone Working
33.	Provide regular reports to the Chief Executive tracking progress against agreed objectives for all compliance strands to ensure TCHA effectively manages all risks
34.	Regularly monitor and review contractor performance for all compliance strands ensuring inspections, reports, logs and remedial actions are completed in line with TCHA's Policies and best practice

Role Dimensions	
Financial:	Responsible and accountable for all budgets and spend within the Property Services Department
Staff:	<ul style="list-style-type: none"> • Repairs Inspector • Repairs Administrator
Other	<ul style="list-style-type: none"> • Deputise for the Chief Executive as required • Work closely with other managers and peers to ensure consistency and a joined up approach, as well as constant focus on knowledge sharing and continuous improvement • Undertake any other duties commensurate with the post as agreed with the Chief Executive

This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive, and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description, and the seniority of the role. The job description will be subject to periodic review in the light of experience.

Signed: _____ Date: _____
(Post-holder)

Signed: _____ Date: _____
(Hiring Manager)

PERSON SPECIFICATION

Knowledge, Skills & Experience:

The knowledge, skills, experience and behaviours required for this post are detailed below. Your application will be shortlisted for interview from the criteria in this section. It is recommended that you provide examples of how you meet these criteria.

Essential

1.	A recognised qualification in a property related discipline: minimum of degree level qualification or equivalent
2.	Demonstrable knowledge of building construction, building standards, planning regulations, regulatory standards
3.	Demonstrable experience in the planning and delivery of housing maintenance, with sound technical knowledge of building construction methods and materials, building standards and defects, schedule of rates, building design and services
4.	Demonstrable knowledge of contracts, tender agreements and procurement processes as they relate to property services
5.	Experience managing relationships with internal and external stakeholders
6.	Proven experience in the management of repairs, compliance, cyclical and capital programmes for a housing association or similar. Able to inspect and diagnose repairs, recommend solutions, and produce specifications and schedule of works
7.	Thorough understanding of Landlord Compliance and servicing requirements
8.	Previous experience of managing teams of staff, and experience of successfully delivering a similar role within another organisation
9.	Ability to promote good practice and to robustly model and demonstrate TCHA's behaviours and values through your work and management of staff
10.	Excellent communication skills (both written and verbal) with a proven ability to influence peers, stakeholders and customers and able to communicate technical matters effectively to non-technical audiences
11.	A demonstrable commitment to customer service and equality and diversity

Desirable

12.	Professional qualification in property/building related specialism MCIQB, MRICS, or similar
13.	Member of professional body, e.g. Chartered Institute of Building (CIOB), Royal Institute of Chartered Surveyors (RICS)
14.	Experience in managing the development of new homes
15.	Experience of working at a senior level as part of an SMT with Board reporting responsibilities

***TCHA Behaviours**

TCHA expects post holders to demonstrate the behaviours described below. When applying for this role, you should demonstrate how you meet TCHA's behaviours in your application. If you are successful in gaining an interview you will be assessed against these behaviours and the criteria in the Knowledge Skills and Experience section above.

***NB: TCHA is currently in the process of reviewing our behaviours so there may be some changes to these over time.**

Continuous Improvement	
1.	Translates strategic vision into practical and achievable plans
2.	Proactive in identifying barriers to change and seeks ways to overcome them
3.	Adopts a positive approach to change and facilitates the process of change
4.	Encourages a learning culture committed to continuous improvement and development
5.	Sets demanding but achievable objectives for self and others
Communications	
6.	Creates an environment where team and cross team communication is encouraged
7.	Holds regular and effective team meetings
8.	Checks that the message has been heard and understood
9.	Aware of own emotions and impact on communication style
10.	Explains clearly what is required and ensures people understand how to do it
Customer Service	
11.	Creates an environment where teams are empowered to put customers first
12.	Sparks passion in team to provide high levels of customer service
13.	Seeks customer feedback to improve customer experience
14.	Consistently makes decisions focussed on customer needs
15.	Creates an expectation amongst team that the customer needs are met
Personal Responsibility	
16.	Demonstrates TCHA's values in dealings with others
17.	Learns from mistakes and does not seek to blame others
18.	Helps others to understand their development needs in a positive way
19.	Ensures emotions are kept in control in challenging situations
20.	Demonstrates integrity and consistency in decision making
Valuing staff	
21.	Trusts staff to deliver work once delegated appropriately
22.	Recognises potential in others and encourages self-development
23.	Promotes equality and diversity
24.	Uses recognition and praise to acknowledge good performance
25.	Gives timely and specific feedback on what has been done well and where there is room for improvement
Team Work	
26.	Address conflict issues within the team in a timely, positive and confidential manner
27.	Puts team decisions above personal interest
28.	Actively gives and receives feedback to improve performance
29.	Achieves results through effective management of self and others
30.	Supports others to try new approaches