

Job Description

Job Title:	Head of Property Services
Directorate	Property Services and Assets
Department:	Property Services Team
Location:	Rising Sun Industrial Estate, Blaina
Reports to:	Director of Assets and Property
Date JD Agreed:	October 2023

Job Purpose

The Head of Property Services will manage Tai Calon's direct labour team. To manage, organise, maintain the provision of consistent, high quality, value for money and customer-focused services to ensure Health, Safety, Environmental and Quality compliance is achieved and the Company's procedures and objectives are delivered.

Values

Our Values that support our Vision, Mission, and Aims are **CALON**. These values are vital to supporting our work as an organisation and are encouraged as our culture and way of working.

C – Creativity: we want people to think differently, challenge processes where they can see improvement, and take risks.

A – Authentic: we want people to be themselves and be open, honest, and trustworthy, and act with integrity.

L – Learning: we want people to understand the importance of learning as an ongoing approach to success in their roles.

O – Ownership: we want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

N – “Not on your own”: we are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Core Responsibilities & Accountabilities

- Member of the Leadership Team (LT), supporting the Director in the delivery of the service and a member of the Senior Management working closely with other directorates.
- Leadership and management of a customer-focused in-house repair and maintenance team of approximately 100 employees, ensuring a collaborative approach with colleagues across the business to maximise outcomes and achieve value for money.
- Lead, develop and maintain a five-year Business Plan for property services, reflecting legal, tenant, leaseholder and trading account requirements.
- Report in line with Tai Calon's governance requirements and control of Forecast & Profile spend for annual budgets up to £10 million.
- Ensuring that the Property Services team are cost-effective and commercially viable across all service areas to demonstrate Value for Money.
- Promote a culture of positive behaviours, lead by example at all times demonstrating a supportive and coaching environment that, in turn, leads to positive customer experiences.

Detailed Tasks

Service Planning and Delivery

- Responsible to the Director of Assets and Property Services for ensuring Property Services is efficient and effective. Ensuring repairs are delivered in a cost-effective and efficient manner and delivers positive satisfaction.
- Prepare and develop the Annual Plans for the Service, ensuring its future success, financial stability and ensuring the long term sustainable services.
- Continuously review the service areas against quality and cost indicators to allow comparisons with external repair providers and our ability to consider external opportunities in future years.
- Manage the day-to-day running of the Property teams and ensure the effective management, recruitment, deployment, training, and appraisal of all staff.
- Deputise for the Director of Assets and Property Services as appropriate and contribute effectively to both the Tai Calon Leadership Team and the Directorate Management Team.

Key working Relationships

- Partner with executive directors, heads of service and staff to promote change management strategies, allocation of resources and update on project progress.
- Work with stakeholders, regulators and funding bodies to deliver agreed outcomes.
- Engage in negotiations and consultation with contractors, regulators, and funding bodies, with the aim of reaching an agreement on various contract and project planning issues.

Responsibilities for Resources

People and Management

- Lead and develop a highly competent, motivated and professional team which can deliver a range of high quality cost effective services, through the effective application of performance management framework, coaching and motivation.
- Ensure that all processes and procedures, including monitoring systems, are in place and that all members of the team are fully trained in their roles and are able to maximise their capacity and capability.
- Demonstrate strong leadership and uphold Tai Calon's values, providing motivation and direction.
- Promote a culture of innovation, joint working, employee involvement and positive problem solving across the department.

Responsible for:

- Approximately 80 employees in the Property Services Team

Direct line reports currently include:

- Property Services Manager: Repairs
- Property Services Manager: Mechanical and Electrical
- Property Services Manager: Voids and Planned works

Financial Management

- Ensure that all business within the Directorate is conducted in accordance with relevant legal and regulatory requirements, Tai Calon's standing orders, scheme of delegation and financial regulations.

- Ensure value for money in the repair and maintenance services and materials through scheduled of rates, notional trading account, regularly benchmarking costs, and delivering agreed efficiency targets.

Procurement

- Establish and prepare programmes of work including the preparation of briefs, specifications and tender documentation.
- Co-ordinate and control all professional consultants and contractors working on Tai Calon's maintenance contracts.

Risk, Health & Safety

- Working collaboratively to ensure contracts are managed in a safe manner, and risks are mitigated.
- Work proactively with the Health and Safety team to minimise Health and Safety incidents and ensure that lessons learnt are fully and properly embedded.
- Ensure the safety of both internal and external customers through compliance with all health and safety legislation and other regulatory compliance requirements. Carry out necessary risk assessments and ensure control measures are in place.

Performance

- Accountable for the overall performance of the team and performance against KPIs.
- Effective service management to ensure continued sustainability, viability and improvement in Tai Calon's services.
- Monitor and deliver service standards, evidencing outcomes, and achievements.
- Regularly consult with customers and key stakeholders over service standards and the standard of the stock, carrying out satisfaction surveys and reporting on performance, outcomes against target profiles.
- Promote a culture of continuous improvement and learning from good practice and from customer feedback and complaints.
- Produce regular reports including performance reports for Tai Calon's Executive Management Team, tenants and/or Board and committees as required.

Work Environment

- Represent Tai Calon at stakeholder meetings and consultation events, as part of research and development agenda (UK wide travel and some out-of-hours working).
- Ability to deal with complex problems and utilise extensive experience, to design implement and manage solutions.
- Manage activities linked to the management of strategic projects.
- Extensive periods working on a computer, undertaking analysis, report writing and budgeting.
- The role requires the employee to work both inside the office and outside on site visits in heat/cold, wet/humid, and dry/arid conditions, dependant on the season.
- Oversee team activities to ensure positive results and mitigate risks.

Organisational Responsibilities

- Represent Tai Calon in a professional manner at all times.
- Ensure that all Tai Calon policies and procedures are adhered to.
- Comply with the Organisation's Health and Safety Policies and Procedures.
- Understand and demonstrate the principles of confidentiality
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Head of Property Services	Application Form	Interview	Practical
		1. QUALIFICATIONS			
✓		Educated to level 6 National Qualification Framework for England, Wales and Northern Ireland	✓		
	✓	Professional Qualification in relevant subject area e.g. MCIQB or RICS	✓		
✓		Recognised Management qualification	✓		
	✓	Project Management qualification	✓		
	✓	A relevant qualification in Coaching/ Mentoring	✓		
		2. KNOWLEDGE			
✓		Knowledge of the social and political climate in which Tai Calon operates	✓	✓	
✓		Detailed knowledge of the property sector and its challenges.	✓	✓	
		3. EXPERIENCE			
✓		Extensive experience of working at senior management level within a similar role of similar responsibilities in the property or construction sectors	✓	✓	
✓		Experience of using Microsoft Office including Word, Excel & PowerPoint.	✓		✓
✓		Leaderships experience, including experience of leading a team through growth and change	✓	✓	
✓		Extensive experience of managing a large Property Services Team with the proven ability to bring out the best in people to inspire confidence and respect and to manage performance in a supportive and effective manner	✓		✓
✓		Experience of legal compliance and risk management in property/construction	✓	✓	

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✓		Extensive experience of preparing and managing budgets which effectively utilise all available resources aligned to corporate objectives	✓		✓
✓		Extensive experience of developing quality and performance management culture	✓	✓	
✓		Extensive experience of developing business plans, and subsequent delivery of those plans.	✓	✓	
✓		Proven track record of achievement as a manager in a high-quality, service-focused organisation.	✓	✓	
		4. SKILLS			
✓		Ability to articulate a clear vision and establish a high-performance culture.		✓	✓
✓		Leadership and motivational skills, including the ability to lead and build cultures which supports, motivates and develops others		✓	✓
✓		Able to set appropriate and challenging performance targets for own team and self.	✓		
✓		Be able to demonstrate excellent written and verbal communication skills, including report writing and delivering presentations.	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships.		✓	
✓		Ability to analyse data and statistical information and use it to develop, monitor and improve services.		✓	
✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders.		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work and that of others.	✓	✓	
✓		Strong negotiation skills and commercial awareness		✓	

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		JOB TITLE: Head of Property Services	Application Form	Interview	Practical
✓		Good IT skills and knowledge of repair management systems and mobile working.	✓		✓
	✓	Welsh Language Skills	✓		
		5. ATTRIBUTES			
✓		Tenant and customer-focused	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development and the development of others	✓		
✓		Must be a self-starter, driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution-focused attitude.		✓	
✓		Able to work on own initiative, think laterally, negotiate and develop creative and innovative solutions		✓	
	✓	Flexible and willing to work outside of normal working hours	✓		
✓		Able to participate in the out-of-hours emergency service	✓		
		6. Other			
✓		Will need to be able to travel as part of the job, in a timely manner			
✓		Requires Disclosure and Barring Service (DBS) check			