

JOB DESCRIPTION

JOB TITLE: Property Services Officer	REPORTS TO: Property Services Manager
DEPARTMENT: Property Services Department	RATE OF PAY: £27,741 to £31,346 per annum pro rata
DATE: April 2021	REVIEW DATE: April 2022
ROLE PURPOSE: The Property Services Officer will contribute to the work of the Association and the Property Services Department by contributing to the provision of an efficient maintenance service, ensuring tenant satisfaction and working towards the achievement of performance targets set by the department. This post covers all aspects of property maintenance, construction and mechanical and electrical services.	

Key Area	Key Activities
<u>Duties and Responsibilities</u>	<ul style="list-style-type: none"> • To respond directly to tenants queries regarding maintenance by telephone and/or by personal visits. • To liaise with maintenance staff when responding to Tenant Participation queries? and/or complaints regarding maintenance issues and maintenance services. • To liaise directly with Supported Living Scheme Managers in relation to maintenance issues. • Monitor and review that statutory compliance requirements are being maintained in Supported Living Schemes and General Needs properties. • To inspect, where necessary, defects or repairs reported to the office, identifying the reason for the problem and ensuring it is repaired within the proper response time. • To liaise with contractors to ensure problems are dealt with quickly and effectively. • To monitor the performance of contractors. • To complete inspections in pre-set percentages of work completed by maintenance contractors. • To assist in the programming and organisation of planned and cyclical maintenance and to monitor and inspect the work carried out. • To carry out 'Change of Tenancy Inspections' for properties ensuring void properties are returned ready to let at the earliest opportunity. • To complete purchase orders for replacement equipment or furniture for special needs schemes. • To participate with our continuous improvement objectives within the Department. • To report formally to the Property Services Manager with up to date information regarding general maintenance issues and to make him aware of any major maintenance issues that arise. • To attend emergency out of office hours call outs in line with the Association's rota. • To represent the interests of the Association at tenants' meetings as and when required. • Investigate all public and property liability claims; liaise with Solicitors and insurance assessors involved and ensure completion of documentation. • To liaise with outside agencies and public authority bodies (e.g. Building Control, Environmental Health) as required. • To carry out Asset Management Audits. • To assist the Planned Maintenance team as necessary • To assist the Compliance team as necessary.

<p><u>Property Refurbishment and New Build Development Works</u></p>	<ul style="list-style-type: none"> • To carry out site visits on refurbishment works. • To liaise with architects/surveyors and other consultants. • To co-ordinate and supervise handovers of refurbished properties and new development dwellings taking receipt of all completion and Health & Safety documentation • Represent Apex Housing on site during refurbishment works: Attend Meetings, Approve samples of finishes (on refurbishment works only) and Meet residents before handovers, Carry out Tenant Satisfaction surveys, Choose samples in conjunction with tenants (kitchens, windows, doors etc). • Carry out technical inspections on potential house purchases and medical adaptation works and issue report to Property Services Director.
<p><u>Policy and Planning</u></p>	<ul style="list-style-type: none"> • To implement and monitor Apex policies and procedures to enhance the service provided by the Property Services department to internal and external customers. • To contribute to the strategic plans of the Association through the corporate and business planning process. • To carry out research and to develop and review policies and procedures as required.
<p><u>Financial Management</u></p>	<ul style="list-style-type: none"> • To approve contractor's certificates and invoices within set financial limits, ensuring value for money is achieved. • To ensure contractor's rates are in accordance with contracts and that all associated documentation is complete. • To monitor and approve work orders and purchase orders issued, within set financial limits. • To assist the Property Services Director in the preparation of annual budget plans.
<p><u>Service Delivery</u></p>	<ul style="list-style-type: none"> • To manage the implementation of agreed plans to maintain and enhance the value of the Association's property assets. • To monitor works carried out to ensure properties meet statutory requirements and they remain suitable for their intended use. • To monitor that comprehensive maintenance records are generated, received and retained as a means of conforming to all statutory requirements. • To liaise with solicitors, developers and statutory authorities and complete pre-contract enquiry documentation for sale of association property.
<p><u>Staffing</u></p>	<ul style="list-style-type: none"> • Provide leadership to staff in line with the strategic aims and corporate culture of the association. • Carry out annual performance management assessments of staff. • To set objectives for staff in line with business plans. • To supervise, co-ordinate and provide maximum support to both technical and direct labour staff and organise work programmes to ensure the most effective service delivery. • To monitor Property Service staff performance to ensure tenant satisfaction.
<p><u>Health and Safety</u></p>	<ul style="list-style-type: none"> • To monitor contractors to ensure that work is conducted and completed in accordance with current Health and Safety requirements and legislation. • To monitor Health and Safety in relation to the maintenance department and to make recommendations for review or action where necessary.
<p><u>Miscellaneous</u></p>	<ul style="list-style-type: none"> • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work • No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides general guidelines regarding the duties expected while in post.