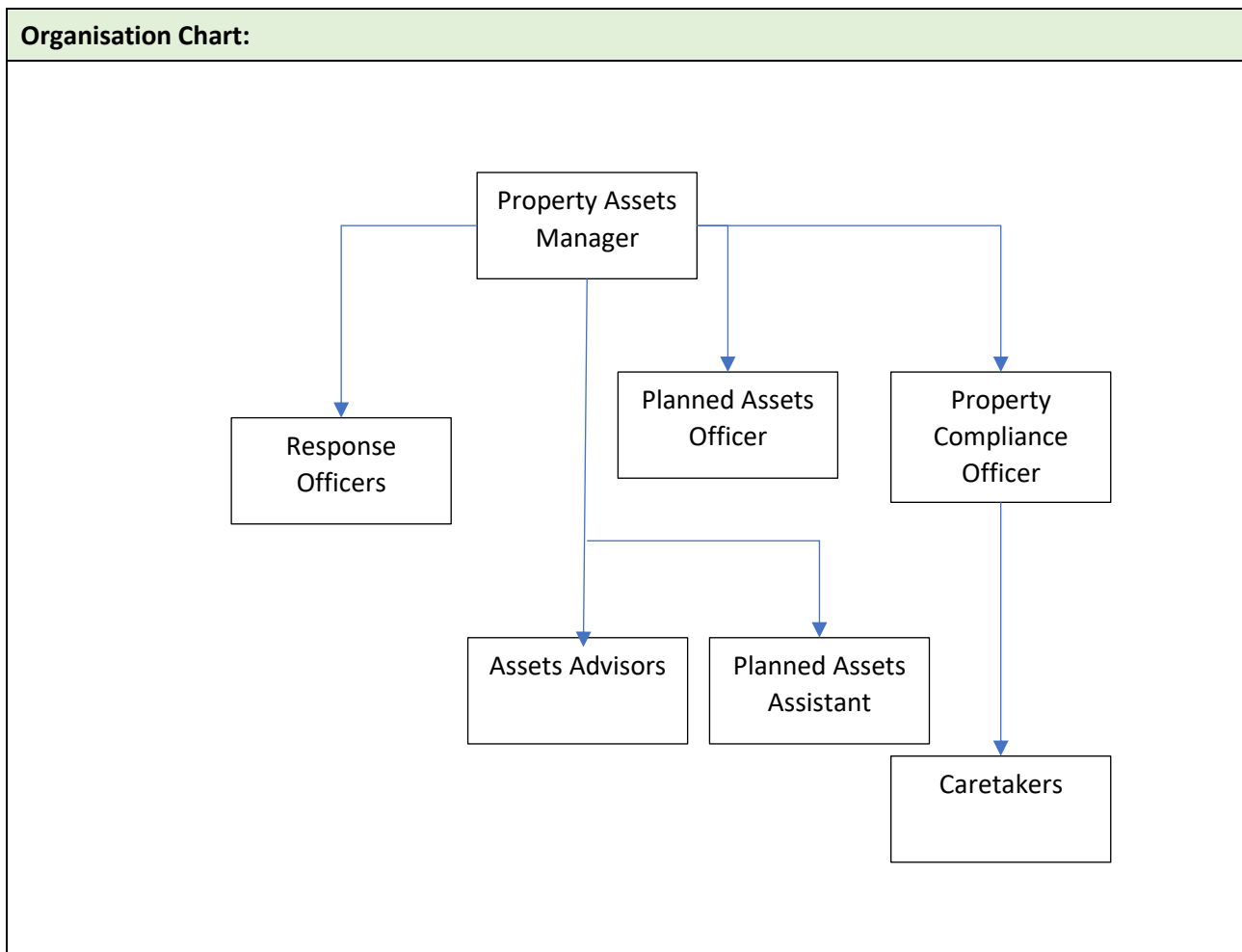


**JOB DESCRIPTION: Property Assets Manager**

<b>Job Title</b>	<b>Property Assets Manager</b>
Directorate	Housing and Development
Grade	Band 9 (Level 1- 4) £46,130 - £49,121 per annum
Reports to	Head of Development & Property Assets
Budget responsibility	Y – £3-5m per annum
People Manager responsibility	Y
Number of direct reports	10
Indirect reports	0
Locations / Usual Base	Ballymena/Ballymoney/Flexible
Hours of work	37



## Job Description and Person Specification

### Job Purpose:

The Property Assets Manager will, under the direction of the Head of Development & Property Assets, be responsible for the delivery of a comprehensive maintenance and repair programme to the Association's property portfolio. This includes all planned, cyclical and responsive maintenance as required by statute and by regulators. The property portfolio includes a wide and varied spectrum of properties including the associations office and commercial facilities, individual general family homes, hostels and supported living accommodation. The Property Assets Manager will assist the Head of Development & Property Assets to develop maintenance programmes that are consistent with the Association's Asset Management Strategy, and will be responsible for ensuring that all maintenance programmes and services are delivered effectively and ensuring the promotion of an excellent customer focused services to the Association's tenants, and other key stakeholders.

The postholder will also work as part of Leadership Team to contribute to the delivery of the Association's corporate wide strategic priorities.

### Key Responsibilities:

- Ensure the effective delivery of operational plans to enable the provision of high quality property assets maintenance service to all stakeholders and ensure the achievement of high levels of customer satisfaction.
- To provide and maintain complex databases including stock condition data, compliance data and other data and prepare proposed investment programmes for review by the Head of Development and Property Assets.
- Manage the approved capital maintenance investment and cyclical maintenance programmes for the Association's property assets.
- To ensure the Association has a robust and comprehensive systems in place to ensure compliance with gas, fire, water hygiene, general health and safety, construction health and safety, electrical, asbestos and all relevant statutory compliance.
- Manage the delivery of a high quality response maintenance service to the Association's tenants and partners.
- Manage the delivery of the property adaptations service for relevant tenants
- Manage the delivery of repair works to empty properties to minimise rental loss
- To ensure effective operational liaison with the Associations various joint management partners
- To regularly monitor service quality against customer service standards and report on action required
- Participate in the procurement of property maintenance contracts and consultants
- Manage and monitor the performance of maintenance contractors and consultants and provide regular reports to the Head of Development & Property Assets
- Participate in service review groups to deliver improvement plans for services
- Contribute to the development of annual budget for the property services and manage spend to ensure that all financial targets are achieved
- Regularly review and manage the implementation of IT based systems to support the delivery of a high quality property services function
- Ensure that the target for payment of contractor and supplier invoices is achieved
- To act as line manager to staff in the property assets team, including undertaking staff appraisals with staff, providing guidance on personal development needs, advising on and initiating development/training opportunities
- Ensure that all human resources policies are effectively implemented within the property assets function including staff recruitment, performance management and staff development
- To develop, review and ensure the effective implementation of property assets policies and procedures and ensure that they comply with regulatory requirements and best practice

## Job Description and Person Specification

- Regularly review and report on performance against key targets
- Implement risk management control processes and procedures within the property services function
- Represent and positively promote the interests of the Association on various external groups and fora and develop positive relationships with external agencies
- Facilitate internal and external auditors and ensure that any recommendations for improvement are implemented
- Ensure that all delegated responsibilities are carried out in accordance with the requirements of legislation and Association's Health and Safety Policy and Procedures. Promote a positive approach to health and safety within the Association and from contractors, consultants and suppliers
- Ensure that all offices and buildings are managed and maintained
- Provide advice to the executive team and stakeholders on all relevant areas of statutory compliance and health & safety.

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Property Assets Service by undertaking any responsibilities which are commensurate with this grade.

### **Working Relationships:**

The Property Assets Manager will need to establish and maintain effective working relationships with the following:

- Senior Leaders and Managers within Triangle
- Funders e.g. Department for Communities, Housing Executive
- Joint Management Partners
- Consultants
- Contractors
- Trade Bodies

## PERSON SPECIFICATION: Property Assets Manager

<b>Specific Knowledge</b>
<ul style="list-style-type: none"> <li>• Sound awareness/knowledge of the property maintenance service</li> <li>• A sound knowledge of statutory and regulatory requirements relating to property services within a social housing environment</li> <li>• Strong knowledge and understanding of procurement legislation as applicable to public sector works and professional services contracts</li> <li>• Sound knowledge of health and safety requirements and delivery of statutory compliance works</li> </ul>
<b>Skills and Abilities</b>
<ul style="list-style-type: none"> <li>• Ability to report performance information to executive members.</li> <li>• Experience of managing teams of staff, including technical and professional staff to deliver excellent results</li> <li>• Ability to plan and meet deadlines and work under pressure</li> <li>• Ability to develop and implement policies and procedures</li> <li>• Strong budget and financial management skills</li> <li>• Good problem solving skills</li> <li>• Good negotiation skills</li> <li>• Ability to make sound decisions</li> <li>• Ability to assess risk associated with property investment</li> <li>• Excellent communication skills</li> <li>• Excellent IT skills</li> <li>• Excellent interpersonal skills and leadership qualities</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Experience of management of construction services and works contracts</li> <li>• Experience of developing policies and procedures and audit compliance</li> <li>• Experience of process and performance management</li> <li>• Experience of preparing and presenting reports to senior management and/or committees</li> <li>• Experience of procuring and managing capital works programmes</li> <li>• Experience of delivering significant scale development/maintenance investment projects to quality standards, on time and within budget</li> </ul>
<b>Education/Training</b>
<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• A relevant 3rd level qualification in relevant discipline e.g. property surveying/maintenance plus a minimum of 3 years experience of delivering a property maintenance service or</li> <li>• Minimum of 5 years experience of delivering a property maintenance service</li> <li>• Minimum of 2 years experience of managing staff</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Full or associate member of a recognised body e.g. MCIQB, RICS or equivalent</li> </ul>