

## JOB DESCRIPTION

**Job Title:**  Property Services Officer

**Grade:** Employers in Voluntary Housing Grade 7 Spinal Points

PA22- PA25 (£40,635 - £44,619)

**Accountability:** Maintenance Manager

**Responsible for:** Trade Team –

(Joiner and Plumber)

Daily Operational Requirements

**Date:** May 2025

1. **Job Purpose**

The specific purpose of the post of the Property Services Officer is primarily to manage the performance of Association’s external contractors and responsibilities as Landlord to provide regulatory compliance and a high quality, efficient and effective maintenance and repair service to all customers and stakeholders.

**Main Objectives of Post**

* Provide an excellent repairs service that delivers quality and value for money to the customer.
* To manage the performance of Association’s and external contractors to ensure a high-quality repairs service, along with the Trade Team.
* To provide support to the Maintenance Manager and assist in implementing and monitoring investment work.
* To manage medical adaptations to facilitate improvements to our tenants’ homes
* To contribute to the management of Health and Safety within the Association.
* To Provide Excellent Customer Service and Participation
* Other duties in keeping with the role of the Property Services Officer

**Principal Duties**

1. **Provide an excellent repairs service that delivers quality and value for money to the customer.**

* Assist the Maintenance Manager in the development and review of Maintenance policies and procedures.
* Carry out pre-inspections as required, to assess the nature of the repair and record on job line that repair work verified by pre-inspection
* Monitor and control the external contractors’ performance against stated targets and monitor quality of work. Bring any instances of poor performance to the Contractor’s attention and prepare report for the Maintenance Manager with recommendations, should performance fail to improve.
* Maintenance of accurate records for the compilation of performance reporting and evidence to support the Annual Return on the Charter.
* Receive and retain copies of works orders, signed by the customer or member of staff to confirm completion date/time.
* Carry out post inspections in accordance with stated targets
* Report findings of pre and post inspections.
* Check, certify or query invoices as necessary and pass to the Repairs & Compliance Assistant who will then enter cost of work onto database
* Process completed works orders ensuring accurate time and material recording to contribute towards the Best Value Policy.
* Identify repairs recoverable via Insurance and ensure Insurance procedures followed.
* Ensure property database is established and maintained recording internal specifications, gas and electrical safety checks, and updated at least on a monthly basis, liaising with Maintenance Coordinator.
* Carry out an annual review of Contractors and prepare report, in conjunction with the Maintenance Manager, with recommendations for the Association’s list of contractors for reactive, cyclical and planned maintenance work.
* Monitor and produce reports on Association’s performance against agreed targets, and benchmarks.
* Assist the Maintenance Manager to identify and inform the Management Committee of new guidance and legislation affecting the Association’s maintenance responsibilities
* Implement the Association’s recoverable repairs procedures for reactive repairs and voids.
* Receive, consider, and advise customers on requests to undertake alterations or improvements and administer applications in accordance with the Association’s policy and procedures. Ensure approved alterations are contained within database
* Review Void specification to establish a high-quality standard for the maintenance and repair of empty houses, which facilitates the letting process
* Customer focus in problem-solving with aim of always maximizing customer satisfaction
* Effective responding to and resolving complaints handling, compliance with social housing sector complaints targets
* Attend end of tenancy inspections with staff members of the Housing Management Team (pre terminations 30 days prior to Date of termination).
* Ensure all void properties are pre and post inspected and co-ordinate repairs to achieve target timescales with external contractors and/or Association’s Trade Team.
* Direct the work of the Maintenance Co-ordinator / Assistant and support and assist with the administration duties of the section when required.
* Supervise the Association’s in-house repair operatives in the in-house Trade Team to ensure an efficient, effective and high quality repairs service is delivered.
* Manage the programme for cyclical and planned maintenance and ensure that cycle intervals are adhered to and that planned work is scheduled within the required component accounting requirements.
* Carry out cyclic work in line with procedures and timescales.
* Examine and retain all certificates and reports relating to gas safety, and electrical inspections, and ensure work carried out timeously and certificates provided by Contractor within 7 days to ensure compliance with statutory requirements, liaising with Maintenance Coordinator.
* Carry out Stock Condition Surveys on the Associations stock in accordance with SHQS and EESSH2, SHNZS.
* Carry out Energy Performance Surveys on the Associations stock.

1. **To manage the performance of Association’s and external contractors to ensure a high-quality repairs service**

* Co-ordinate external contractors to maximise output in re-active, cyclical and planned major repair works.
* Provide leadership, support and assistance to the members in the Maintenance Team to deliver and resolve complex repair issues.
* Assist the Chargehand Estate Caretaker to manage the Estate Team including apprentices, School work experience placements and Trade Team and Caretakers.
* Convene regular tool box talks and training sessions in relation to the Estate Team work and health & safety matters.
* Co-ordinate in conjunction with the Maintenance Co-ordinator / Assistant the re-active repairs and improvement works;
* Ensure external contractors’ performance is closely monitored and controlled against targets and quality. Take early action to attend to any poor workmanship or service-related issue to affect an immediate improvement in the repairs service.
* Report to the Maintenance Manager any continued non-compliance or poor performance, workmanship or service of any external contractor.
* Maintain and review annually external contractors’ records and documentation in relation to financial position, public indemnity, insurances, etc.
* Convene regular meetings with contractors on either a quarterly or half yearly basis to discuss performance, service, financial (invoicing) and satisfaction outcomes associated with their contract with the Association.
* Attend to any concerns or complaints raised by external contractors in relation to their work and activities for the Association.
* Coordinate Trade Team van statue requirements (MOT/TAX, service etc)
* Coordinate Trade Team plant hire / repair
* Stock control of Trade Teams van stock and plant/ equipment.
* Provide Monthly Health and Safety Toolbox talks with Trade Team.
* Search for Training courses for Trade Team and Maintenance Team for Best Value for Money in all relevant statue and CPD.

**3. To provide support to the Maintenance Manager and assist in implementing and monitoring investment work**

* Assist in the work of the Association’s Maintenance Manager in the completion of the stock condition survey of the Association’s housing stock on a 5-year rolling programme to ensure the Association has an accurate and up to date database of the current condition of its properties and appropriate budgetary provision is made for component replacement
* Maintain stock condition data through the outcome of technical inspections and works and improvement works to keep the SDM Planned Maintenance Module up to date with the condition and/or improvement of our housing stock.
* Procurement of Contracts for Planned and Cyclical Maintenance works.
* Effective Contract Administration of Planned and Cyclical Works
* Co-ordinate and project manage the Planned Maintenance / Cyclical Programme, with lead on regular progress meetings.
* Ensure good communication with residents and all other customers in relation to repairs and planned work.
* Attend surveys, march-ins and post work inspections associated with planned maintenance and cyclical works
* Assist in the preparation of a planned maintenance programme for the Association’s properties based on the outcomes of the five yearly stock condition survey and technical inspections to ensure the Association’s housing stock is well maintained and meets the aspirations of our customers.
* Ensure the Association always achieves value for money from its Maintenance budgets in terms of its work through the Maintenance Team and External Contractors.
* Procure contractors and/or instruct works in accordance with the Association’s Procurement Policy.
* Supervise contracts and post inspect work to inform invoicing arrangements.

**4. To manage medical adaptations to facilitate improvements to our tenants’ homes.**

* Process referrals for medical adaptations to our tenants’ homes from the Occupational Therapist.
* Liaise with Housing Management staff in relation to the waiting list for medical adaptations.
* Procure a contractor to attend to medical adaptations in accordance with the Association’s Procurement Policy.
* Co-ordinate medical adaptation works with the tenant and contractor ensuring the process and completed works are to the tenant’s satisfaction.
* Post inspect all completed medical adaptations
* Process contractors’ invoices for completed works to meet contract timescales and conditions i.e. retentions.
* Liase with the Maintenance Manager and Finance & Corporate Services Manager to ensure claims are processed timeously through Glasgow City Council for payment of grants for medical adaptations
* Progress Stage 3 adaptations for work in the Association’s properties in accordance with the relevant policy and ensure that budget monitoring is carried out for this category. Grant applications are to be submitted on time.

**5. To contribute to the management of Health and Safety within the Association**

* Ensuring tenant safety through compliance within the different elements such as gas safety, EICRs, fire safety, legionella, asbestos, damp and mould etc.
* Ensure compliance with Health & Safety and risk assessments associated with Maintenance Team.
* Ensure that all contractors used by the Association and the in-house Trade Team meet Health and Safety requirements
* Ensure Compliance from all contractors and Trade Team in relation to HASAWA 1974, CDM Regs 2015, Working at Height 2005, COSSH, CAR 2012, Scottish Water Byelaw 2014, ACOP L8, The Building (Scotland) Regulations 2004.
* Develop and review risk assessments and method statements for the in-house Trade Team, as well as materials in accordance with COSSH.
* Ensure external contractors provide risk assessments and method statements for their work and activities including COSSH assessments prior to the issue of work orders.
* Assist the Maintenance Manager to achieve full compliance with our legal obligations associated with the Management of Asbestos and Legionnaire.
* Assist the Maintenance Manager to achieve full compliance with fire safety regulations and guidelines for the Association’s housing stock and premises.
* Assist the Maintenance Manager to deliver and maintain health & safety information and records e.g. Health and Safety Manual, audit reports and actions, plans, risk assessments, method statements, qualifications and certifications.
* Service meetings of the Health and Safety Working Group.

**6.** **To Provide Excellent Customer Service and Participation**

* Provide a courteous and professional service to all customers, contractors and visitors.
* Provide assistance with Resident participation / consultation exercises
* Co-attend tenants / owners meetings as required
* Liaise with other agencies when required to deliver customer care
* Value customers’ views / comments
* Ensure that complaints received are managed in accordance with the Association’s Complaints Policy

**7. Other duties**

Other duties in keeping with the role of the Property Services Officer:

* Contribute to reviews of Maintenance policies and procedures
* Uphold the Association’s values and aims.
* Participate in promotional, marketing and community events relating to the Association’s work.
* Attend meetings at evenings or weekends, as required in relation to your role and the Association’s work
* Ensure a commitment to your own professional and personal development to meet the needs of the role and the Association
* Understand and comply with the Association’s equal opportunity policy and codes of practice.
* Maintain driving licence accreditation and show evidence of this annually by submitting driving licence for inspection.
* Carry out any other tasks commensurate with your role as directed by the Maintenance Manager, Housing Manager, Director or Management Committee

**PERSON SPECIFICATION**

**Property Services Officer**

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| **Education & Qualifications** | **E** | **D** |
| HND, HNC in Building/Quantity Surveying/Construction Management or relevant industry experience working within social housing sector. |  |  |
| Construction related degree or masters |  |  |
| Membership of a construction related professional body |  |  |
| Driving Licence |  |  |
| Clean Driving Licence |  |  |

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| **Experience** | **E** | **D** |
| Experience in the delivery of Maintenance related services relating to domestic properties. |  |  |
| Track Record in Performance Management and Quality Control of Contractors relating to Maintenance services. |  |  |
| Experience in procurement within social housing sector. |  | ✓ |
| Excellent IT and numeracy skills including proficiency in MS packages and bespoke operational databases. With Experience of SDM housing management software or similar housing and repairs software. Experience in raising jobs/complaints, completing invoicing and creating reports and analysing data. |  |  |
| Experience in supervision of Maintenance operatives (internal and external contractors) |  | ✓ |
| Experience of working in an environment where there is a strong commitment to the delivery of excellent customer services. |  |  |
| Flexible in approach to work and ability to plan and prioritise workloads to effectively manage conflicting priorities. |  |  |
| Track record of contract administration with Contractors for reactive repairs, planned and cyclical works. |  |  |
| Ability to demonstrate knowledge of Asset Management and how these impacts on stock condition and programmes of component replacement works. |  | ✓ |
| Ability to demonstrate knowledge of Health and Safety when delivering repairs services in occupied and void properties. |  |  |
| Experience in coordination of medical adaptations from receival of referral through to survey, installation and inspections |  | ✓ |
| Ability to carry out Stock Condition Surveys on domestic dwellings in accordance with SHQS |  | ✓ |
| Ability to carry out Energy Performance Surveys to complete and EPC on domestic dwellings. |  | ✓ |

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| **Skills, Abilities & Personal Attributes** | **E** | **D** |
| Excellent presentation and communication skills |  |  |
| Accomplished understanding of construction processes |  |  |
| Accomplished understanding of building defects and rectification and remedial works |  |  |
| Good interpersonal and team working skills |  |  |
| Good understanding of repairs and maintenance systems |  |  |
| Good letter and report writing skills. |  |  |
| Highly motivated to excel in role and meet deadlines. |  |  |
| Proficient with current I.C.T. systems |  |  |
| Ability to plan and prioritise work to meet personal targets and organisational goals |  |  |
| Customer focused |  |  |
| Flexible in approach to work |  |  |
| Ability to negotiate and influence others. |  |  |
| Mediation and negotiating skills |  |  |

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| **Knowledge** | **E** | **D** |
| Excellent knowledge of current Building and Planning Regulations, CDM Regs 2015, Working at Height Regs 2005, CAR 2012, HASAWA 1974 and all relevant statue |  |  |
| Ability to demonstrate knowledge of legal requirements relating to areas of compliance within social rented properties (Tenant Safey Compliance), e.g. Gas, Fire Safety, Asbestos, Damp and Mould etc. |  |  |
| Ability to demonstrate knowledge of the regulatory requirements for maintenance services in social housing including SHQS, Net Zero and EESSH. |  |  |
| Scottish Housing Regulator’s regulatory framework and Scottish Housing Charter requirements; |  |  |

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| **Other Requirements** | **E** | **D** |
| Uphold the Association’s values and aims |  |  |
| Awareness of equality issues and commitment to meet the Association’s Policy and codes of practice |  |  |
| Commitment to continuous improvement |  |  |
| Pleasant personality and a confident manner |  |  |
| Basic disclosure |  |  |
| Awareness of “wider role” initiatives |  | ✓ |
| Awareness of tenant participation issues |  | ✓ |