

**BUIDHEANN TIGHEADAS LOCH AILLSE AGUS
AN EILEIN SGITHEANAICH LTD
LOCHALSH AND SKYE HOUSING ASSOCIATION**

JOB DESCRIPTION

- 1. POST TITLE: PROPERTY SERVICES OFFICER**
- 2. GRADE AND SPINAL POINTS:** Professional & Administrative Grade 7, Points 22-25
- 3. RESPONSIBLE TO:** Technical Manager
- 4. RESPONSIBLE FOR:** N/A
- 5. JOB PURPOSE**
 - 5.1 To provide a comprehensive and efficient repairs and maintenance service to the Association's tenants, and other clients, to ensure that the Association's and other clients' properties are maintained to the highest standard.
- 6. MAIN DUTIES**
 - 6.1 To contribute to the review and implementation of the Association's Property Services Asset Management Policy, Estate Management Policy, Factoring Policy and all related Procedures are carried out efficiently and effectively, meeting the highest standards of service delivery.
 - 6.2 To monitor and report on the overall performance in carrying out Repairs and Maintenance, Cyclical and Planned Maintenance, Ground Maintenance and Communal Cleaning, and any other aspects of Property Services functions as delegated.
 - 6.3 To assist in ensuring that all of the Association's Property Services responsibilities are carried out in accordance with the required standards and relevant legislation in respect to the Association's Tenancy and Shared Ownership Agreements.
 - 6.4 To receive, evaluate and report on repairs requests and carry out appropriate action and monitoring.
 - 6.5 To receive, evaluate and report on performance returns from both internal and external contractors.
 - 6.6 To identify, submit and progress insurance claims for Property Services items.
 - 6.7 To implement the Association's policy and procedures in respect of rechargeable amounts to clients.
 - 6.8 To monitor quality control of all aspects of the Association's Property Services responsibilities.

- 6.9 To assist in the implementation and review of the Association's Estate Management Procedures, particularly in respect of estate monitoring.
- 6.10 To visit tenants and provide advice on all aspects of their responsibilities in respect of repairs and maintenance.
- 6.11 To assist in ensuring that the Association's Property Services files and databases are accurate and kept up to date.
- 6.12 To liaise with all relevant staff and agencies to ensure that Property Services functions are effectively carried out.
- 6.13 To assist in the verification of invoices in respect of works carried out.
- 6.14 To assist with the monitoring and reporting on expenditure in relation to the Association's budget and Financial Planning.
- 6.15 To undertake Change of Tenancy and other tenancy related property surveys and inspections.
- 6.16 To act as a flexible technical resource to the Association as a whole, particularly in relation to its maintenance service, and to perform duties as may reasonably be expected.

7. Technical Duties

- 7.1 To assist in the preparation, administration and project management of the Association's Planned, Cyclical and Reactive maintenance programmes.
- 7.2 Planned, Cyclical and Reactive Maintenance:-
 - (a) To assist in establishing a system of regular inspections for all property elements.
 - (b) To liaise with tenants, visit in their own homes to assess their needs, explain the implications of required works, the process and timescales and provide a caring, empathetic and advisory support role from inception to completion.
 - (c) To assist in the preparation, implementation, monitoring and review of the annual programme and budget.
 - (d) To assist in compiling all necessary specifications, schedules, descriptions of work and other technical information.
 - (e) To assist in compiling a list of tenderers, preparing and issuing tender documents, organising receipt and opening of tenders in line with the Association's Policies and Procedures.
 - (f) To instruct work, supervise and monitor progress and costs on site and to authorise interim and final payments.

- (g) To ensure that necessary property surveys are conducted and costed in line with good practice and issued guidance.
- (h) To provide technical advice on matters pertaining to the Association's Policies and Procedures and to contribute to the review of the service.

8. ENERGY EFFICIENCY

- 8.1 To undertake EPC Surveys for new and existing properties.
- 8.2 To promote energy efficiency measures and to identify opportunities for implementing these in the Association's property portfolio and to assist in identifying potential funding sources.
- 8.3 To carry out surveys, process data and issue Energy Performance Certificates.

9 GENERAL

- 9.1 To maintain adequate and accurate records and systems to ensure the effective and efficient delivery of Property Services functions and to provide verbal and written reports as required.
 - 9.2 To attend and where necessary represent the Association at meetings with external organisations and individuals.
 - 9.3 To attend meetings of the Board or designated Sub-Committee as required.
 - 9.4 To undertake such additional activities related to the Association's Property Services functions as may be delegated from time to time by Line Managers.
 - 9.5 To assist in ensuring that the Association meets agreed Performance Standards in relation to the delivery of the Property Services functions.
 - 9.6 To contribute to the general development and wider activities of the Association as a member of the staff team and to act at all times in the best interests of the Association.
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PERSON SPECIFICATION

POST TITLE: PROPERTY SERVICES OFFICER		GRADE: 7	
KNOWLEDGE			
	ESSENTIAL	DESIRABLE	
Scottish Building Contracts	✓		
Building Regulations	✓		
Health & Safety at Work Regulations	✓		
Assessing Building repairs and Maintenance	✓		
Information Technology Applications	✓		
Experience in Financial Monitoring/Budget Forecasting		✓	
EXPERIENCE			
Minimum 5 Years in Construction	✓		
Contract Management and Administration	✓		
Asset Management Programmes	✓		
Preparing Specifications/Tenders	✓		
Undertaking Property Surveys/Inspections	✓		
SKILLS AND ABILITIES			
Excellent written and oral communication	✓		
Use of IT systems	✓		
Self organisation of tasks and workload	✓		
Excellent Customer relations	✓		
Team worker	✓		
TRAINING & EDUCATION			
Recognised Technical/Building Qualification		✓	
EPC Assessor		✓	
OTHER REQUIREMENTS			
Full Driving Licence	✓		
Empathetic and caring attitude towards customers	✓		
Experience in dealing with complaints/disputes		✓	