



Job Description

Job Title	Head of Property
Workplace	Coventry Office / Hybrid Working
Hours	<p>37 hours per week</p> <p>Some of which will be unsociable</p> <p>The post may include some travel and overnight stops can be expected</p> <p>The post may require you to work from a different location from time to time.</p>
Accountable to	Director of Operations
Direct reports	Buildings Managers and Property Administrator

Job Purpose	Develop, deliver and review an effective Asset Management Service that ensures that the Trust's properties are effectively procured, developed and maintained to meet the needs of staff, clients and external regulators.
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Key Responsibilities *(This list is not exhaustive but is indicative of your main areas of work)*

1. Ensure that all residential accommodation is well managed, in accordance with ROOSH regulatory standards, decent homes standards and any other relevant legislation.
2. Lead the Property team and be a role model, demonstrating Christian values and understand, demonstrate and articulate the Christian ethos at the heart of the organisational work. The post holder must be a Christ-centred individual who is able to put their belief in Christ into action as a leader and as a manager of staff. Provide pastoral signposting to staff as required.
3. Coach, manage and develop the Property team to ensure that they have the required skills to deal with enquiries and deliver a high-quality service.
4. Manage and direct the activities the Property team in conjunction with the Buildings Managers and to ensure staff are kept up to date with current best practice, professional methodology in accordance with relevant legislation and effective contract management.
5. Ensure the effective delivery of the objectives of the Trusts Asset Strategy

6. Ensure effective contract management across the repairs & maintenance function in line with best practice and value-for-money principles.
7. Timely planning and delivery of major works projects (kitchen & bathroom refurbishment and re-roofing etc.), cyclical works (internal and external decoration etc.) together with other large-scale re-investment works in accordance with cost, time and quality protocols.
8. Provide a first-class responsive repairs service for staff and clients with timely pre-inspection of defects, together with a first-time fix outcome delivered by the Trust's appointed contractors wherever possible. Ensure all appointed contractors are suitably qualified, accredited and insured to carry out works for the Trust.
9. Ensure compliance with all statutory Health & Safety and regulatory responsibilities in respect of all key areas, including but not limited to gas safety management, electrical testing programmes, asbestos management, legionella control, fire safety management and lift maintenance. In addition, maintain service contracts for essential equipment such as fire alarms, lifts ventilation etc.
10. Lead on all areas of occupational health and safety for the Trust ensuring our buildings are safe for staff, clients and visitors ensuring the organisation complies with all of its statutory obligations.
11. Ensure that specifications, drawings, quotations and tenders are prepared in accordance with the Trust's Financial Regulations and best practice. Prepare detailed plans, budgets and feasibility studies for improvement works and special projects, working in a collaborative way with teams and colleagues across the Trust.
12. Take full responsibility for the property, major repairs and health and safety budgets alongside providing effective programme and budgetary controls for work carried out by the Property Team with timely forward planning and effective scheduling of programmes, advising the Director of Operations on priorities and proposed activity.
13. Prepare regular accurate and detailed reports for the Trust's boards and Executive Teams. Complete any regulatory returns as required eg NROSH statistical data return.
14. Ensure that stock condition information is up-to-date and properly maintained within the Trust's database system for the production of effective work programmes and the provision of accurate budgetary and cash-flow cost information.
15. Complete an in depth assessment of the properties with the Langley Trust estate that will inform the long term property retention and repair strategy
16. To deliver new property business development opportunities working as part of a service team.
17. Track record of achieving exceptional performance in a complex business

18. First class communication and customer service skills, with the ability to develop long term business relationships and network with stakeholders.
19. Modelling coproduction, ensuring an asset based approach is embedded across the service achieving outcomes to make a difference to the lives of people we support.
20. Drive the Trust towards its target of reaching net carbon zero by 2050, including improving the energy efficiency of its property portfolio to ensure all properties meet EPC grade C by 2050.
21. To act as an external ambassador for Langley Trust in our dealings with partners, stakeholders and customers.
22. Have overarching responsibility for all policies and procedures covering property, and health and safety, ensuring they comply with current legislation.

Risk Management

- Ensure that all aspects of the relevant work are operated properly in conjunction with the organisational Risk Management framework, including but not limited to Operational, Environmental/External factors, and Governance.
- The post holder is required to demonstrate effective controls and compliance with all statutory, regulatory and policy requirements relating to the management of the Trust and as outlined in the Risk Register.

Competencies

Please refer to the **Competency Framework**, which shares the competencies which are applicable for all **Managers**. These are based on our values and give us all a shared understanding of what we expect from one another.

Please note that the competencies are cumulative which means:

The competencies applicable to managers include “staff member” and “manager”
The competencies applicable to directors include “staff member”, “manager” and “director”

Right / Right to Vary Job Description

- This Job Description will be reviewed regularly as part of the Performance Appraisal process and may be subject to other variance. If you feel that any amendments might constitute a material change in the level of your responsibilities, you can apply to your line manager to have the grading of the role re-evaluated.
- In order for you to fulfil the requirements of the post you may be required to undertake training leading to recognised qualifications from time to time.
- You may be required to undertake other tasks that are assigned to you that the Trust might reasonably expect to be within your competence and grade.

Acceptance

Name	Signature	Date
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Person Specification

Job Title	Head of Property
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Selection Criteria	Essential	Desirable	Assessment
Beliefs	A practising and professing Christian, able to interpret the Christian Mission of the Trust to a contemporary society.		Application form / Interview
Qualifications	<p>Highly literate and numerate</p> <p>Relevant qualification to a minimum of HNC level in a related discipline</p> <p>Intermediate ability with Microsoft Office computer software specifically, Word, Excel and PowerPoint.</p> <p>Able to use modern office computer software relevant to the role including databases and</p> <p>Mandatory CIH qualification, or working towards this</p>	<p>I.CIH Chartered Member</p> <p>Health and Safety qualification such as NEBOSH</p> <p>CIOB,RICS chartered status.</p>	Application Form
Experience	<p>Demonstrable experience of property and services procurement at management level</p> <p>Experience of managing occupational health and safety</p>		Application Form

	<p>Understanding of the social housing sector</p>		
Skills	<p>Awareness of customer care</p> <p>Advanced previous experience in a building maintenance or housing environment.</p> <p>Best Value and partnering experience in either the public or private sector.</p> <p>Ability to travel within the UK including being able to transport equipment and papers and the ability to work unsociable hours including overnight stays.</p> <p>Ability to deal discretely with sensitive matters.</p> <p>Good understanding of health and safety issues and procedures.</p>	<p>NVQ Level 5 in Management</p> <p>ITC skills and understanding of property management systems</p>	<p>Application form / Interview</p>
Flexibility and Mobility	<p>Ability to travel to sites across the UK.</p> <p>Ability to work occasional unsocial hours which may include overnight stops due to distances.</p> <p>Self-motivated with the</p>		

	<p>ability to use own initiative</p> <p>Reliable and able to manage own workload</p> <p>Full driving licence</p>		
Other Circumstances	<p>Willing to undertake a Basic DBS check which must be satisfactory to the Trust.</p>	<p>Motivated to help others and disadvantaged groups.</p>	
A car is provided on an essential users basis	<p>A current full driving licence</p>		