

Property Services Manager

Location: On-site at Stratford, London

Reporting to: Head of Property Services

Contract Type:

Salary: 55K

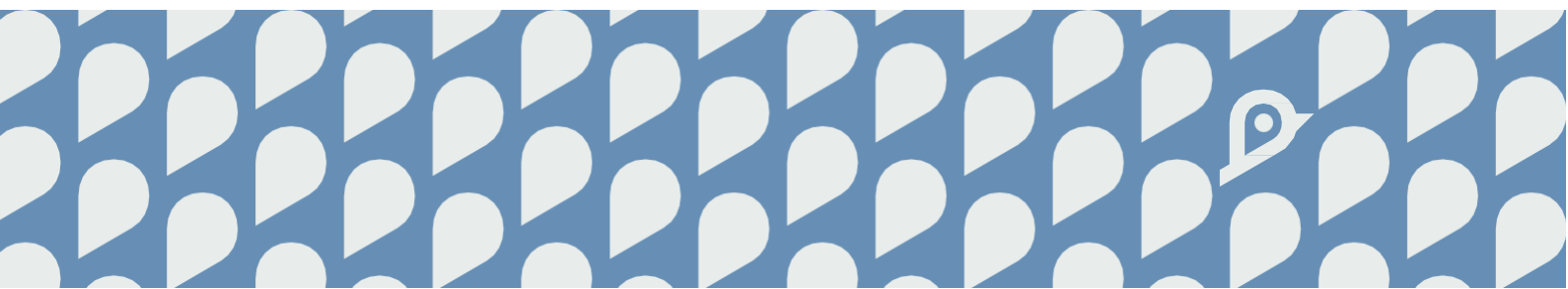
About us

We're growing fast – as Newham's housing delivery company Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infill to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

Role Summary

Management of the property responsive repairs service, and asset management, monitoring job allocation, work in progress, completions and contractor utilisation. Management of the Caretaker Service and Property Services Co-ordinator to ensure a responsive service to Populo Living's residents.

- Dealing with major repairs including disrepair claims.
- Management of contractors delivering the voids service in respect of returning properties fit to let and adhere to the voids standard for new tenancies.
- Dealing with customers, keeping them informed of performance, consultation and conducting regular estate visits.



Key responsibilities

Quality control and technical support of the responsive repairs services

- Ensure repairs reported by residents are raised, tracked and seen through to completion
- Carry out a variety of site inspections to support day to day services. Liaise with contractors, repair technicians and residents giving guidance, support or details on specific/corrective actions where needed.
- Monitor contractor and Repair Technician performance against targets and deliverables, ensuring compliance, and reporting performance and progress to Head of Property Services.
- Deal with and resolve all resident queries e.g. outstanding works, queries relating to works.
- Ensure disrepair works are scheduled, completed and communicated effectively in agreed timescales and format including the formal dealing with of any asset related complaints.
- Co-ordinate void property repairs Inspect and report on void related works and liaise with residents, staff and contractors accordingly.
- Respond to and resolve property insurance claims, including inspecting and directing works.
- Resolve quality or specification problems on repairs, voids, etc. and deal with complaints.
- Resolve and/or recommend changes to specifications or quality issues on responsive repairs, Voids, building safety or other maintenance works.
- Record issues and progress of issues in appropriate computer systems, spreadsheets and databases.
- Liaise with residents, Occupational Therapists and contractors and prepare works descriptions, inspect works and verify invoices.
- Lead on the implementation of customer surveys following repairs works.
- Produce monthly and quarterly reports on the effective and efficient running of the service, ensuring delivery against agreed service targets and budgets.
- Contribute to the procurement of technical and contractual aspects of partnering to achieve value for money and efficiencies.
- Proactively suggest improvements to working practices and management systems, including joint working with contractors.
- Give guidance to staff, contractors and other 3rd parties in terms of protocols, procedures and site information.



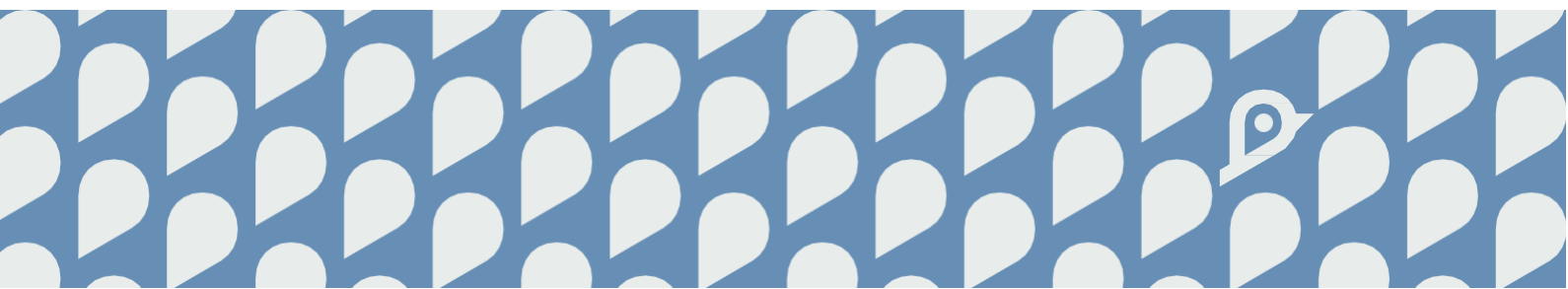
- Play a part in contractor, product and service performance reviews. Provide reports and recommendations to Head of Property Services and Executive Team.

Contribute to the organisation's Asset Management Strategy and Planned Maintenance Programmes

- Make recommendations to Head of Property Services and action any immediate priorities.
- Develop our Asset Management systems and records for effective long-term maintenance and upgrading/refurbishment. Carry out pre-contract estate inspections to assist with contract documentation.
- Carry out ad-hoc inspections of Contractor Works during Planned Maintenance Programmes.
- Communicate with contractors, residents and colleagues on progress and issues relating to responsive repairs, maintenance and stock improvement works
- Attend regular/ad hoc meetings with residents to discuss relevant issues/maintenance projects.
- Manage and oversee our defects works, liaising with Development and construction teams to agree service standards and SLA's and manage all the works which are required under the terms of any defect's liability period.
- Manage and lead on our energy strategy, maintaining all communal facilities, heat networks and working with the Head of Property Services to procure energy.
- Respond to resident complaints.

Other

- Carry out any other technical duties for one-off projects as may be required by the Head of Property Services.
- Be available for out of hours emergency repairs escalation on a rota basis
- Deputise for Head of Property Services in their absence, overseeing compliance and building safety functions.
- Ensure that all key performance indicators are met.



Knowledge and experience

- Extensive repairs or asset management experience in residential and social housing sector
- Have a clear understanding of the current Building Safety requirements.
- Working knowledge of compliance requirements for landlords.
- Extensive knowledge on housing legislation in relation to repairs, disrepair cases and damp and mould.
- Robust grasp of Customer Services metrics and track record of delivering high quality service.
- Proven staff management experience
- In-depth experience of contractor management

Skills and abilities

- Strong project management skills.
- Analytical and problem-solving skills.
- Understanding of public procurement, supported by good negotiation skills.
- Excellent interpersonal, relationship-building and networking skills.
- The ability to multitask and prioritise workloads.
- A confident decision maker.
- Excellent time management skills.

Personal style and behaviour

- A team player with the ability to lead and motivate others.
- Clear and concise writing skills and the ability to handle long and complex documents.
- IT Fluent with the ability to operate a range of property management and maintenance software packages,
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships.
- Ability to make sound judgement in challenging situations.
- A team player who can understand and contribute to wider project objectives.
- A practical, flexible, and innovative approach to work.

