

## **HILLHEAD HOUSING ASSOCIATION 2000**

### **POST OF PROPERTY SERVICES OFFICER**

#### **JOB DESCRIPTION**

**Responsible to:      Head of Development & Property Services**

#### **1      OBJECTIVES OF THE POST**

- 1.1 To ensure that the best possible service is offered to the tenants in the interests of the Association.
- 1.2 To ensure that the Association receives value for money in all aspects of its maintenance and wider role related activities.
- 1.3 To ensure that the Association's properties are maintained to as high a standard as possible taking account of budgetary levels.
- 1.4 To liaise with tenants, partner organisations and stakeholders where relevant.
- 1.5 To assist in the appointment of contractors to carry out all the Association's projects, ensuring all procurement activities are executed in line with the Association's policy and all appropriate legislation.
- 1.6 To ensure effective management of all works carried out on behalf of the Association, including large scale planned maintenance projects, adhering to the Association's Rules and Policies at all times.
- 1.7 To contribute effectively to the Property Services Team to allow the section to offer the best possible service on behalf of the Association to tenants and other stakeholders.

#### **2      MAIN DUTIES - MAINTENANCE**

- 2.1 To contribute and attend progress meetings in relation to all Property Services related contracts (including but not limited to Reactive Repairs, Gas Servicing and Repairs and Landscape Maintenance) ensuring that KPIs are met and that the standard offered by the contractor is of an acceptable standard.
- 2.2 To coordinate, monitor and oversee Stage 3 adaptations taking full cognizance of grant funding available for the year, including arranging and overseeing claims to The Scottish Government. Ensuring value for money and a high standard of workmanship.
- 2.3 To monitor, oversee and progress the annual electrical testing programme and assist with the gas cyclical programme if and when required.
- 2.4 To follow-up any comments in relation to dissatisfaction in response to the Tenants Satisfaction Surveys conducted monthly.

- 2.5 To appraise contractors' invoices, along with other officers of the Property Services Team in accordance with policy.
- 2.6 To liaise with tenants as and when required and provide guidance and information in relation to technical issues.
- 2.7 To identify any rechargeable repairs noted and update the Property Services Assistant/Corporate Services Assistants accordingly.
- 2.8 To appraise and approve, in line with Policy, any tenants requests for alterations and improvements.
- 2.9 To maintain and update the Asbestos Register along with other members of the Property Services Team as required and in line with the Policy.
- 2.10 To oversee and progress of insurance claims as and when required along with other members of the Property Services Team.
- 2.11 To assist with collation of reports to the Management Committee quarterly, including providing statistical information along with other members of the Property Services Team.
- 2.12 To assist with collation of statistical information required for benchmarking purposes along with other members of the Property Services Team.
- 2.13 Maintain accurate records on all duties and activities, including that of key logging, including paper and computer records.
- 2.14 To assist with the procurement of consultants and contractors in relation to maintenance contracts as required.
- 2.15 To assist and be part of the budget setting process for Property Services annually.
- 2.16 To keep abreast of legislation and Association policies relevant to the Property Services Team.
- 2.17 To carry out pre and post inspections in accordance with policy and the agreed inspection criteria.
- 2.18 To inspect and instruct void works and monitor progress to ensure works are turned around in accordance with policy and procedures if required. Liaise with Housing Management regularly and as required.
- 2.19 To periodically inspect properties and common areas such as closes and update database information as required.
- 2.20 To provide assistance and support to all other team members including Corporate Services Assistants.

### **3. PLANNED AND CYCLICAL MAINTENANCE**

- 3.1 To assist with the procurement of consultants and contractors in relation to planned and cyclical maintenance contracts as required.
- 3.2 To contribute to the effective running of all planned and cyclical maintenance programmes. Including but not limited to appraising quality of work, value for money, tenant liaison.

### **4. GENERAL DUTIES**

- 4.1 Be mindful at all times and ensure contractors are adhering to relevant Health and Safety Regulations and CDM Regulations (where relevant).
- 4.2 Attend and chair meetings as deemed necessary.
- 4.3 To attend appropriate forums, seminars and training events as deemed necessary.
- 4.4 To undertake any other reasonable duties commensurate with the work of the Association as deemed necessary by the Head of Development & Property Services.

**February 2019**