

Head of Property Services

OVERALL PURPOSE OF JOB:

Responsible to the Executive Director, and through that post holder to be accountable to the Sentinel Board for the association's overall approach to Asset Management and its responsive maintenance service. The person will be able to plan and deliver a commercial approach to the role, ensuring that the service is properly resourced, prioritised, customer focused and fully linked with Sentinel's corporate goals and objectives.

The post holder will be a leader able to build people's capacity – managers, team members, contractors and residents. They will have a strong track record in developing and maintaining strategic and operational partnerships with contractors and suppliers that generate positive performance outcomes.

The post holder will have strong technical and professional ability, a deep knowledge of the most current thinking in relation to asset management and responsive repairs , procurement best practice, contract management and have a sound financial grasp .

Indicative Scale of financial and staff responsibilities:

Annual Expenditure (capital and revenue): approximately £10 m

Staff numbers: Approx 13 but also responsible for the performance of all key contractors.

KEY TASKS & RESPONSIBILITIES:

1. To lead delivery of the association's asset management and maintenance services, aligned to Sentinel's business priorities, and other related strategies.
2. To develop and implement the Association's asset management strategy to ensure that the service delivers on the strategic management and upkeep of its housing stock, is responsive to customer demand, and reflects the needs of statutory and regulatory requirements.
3. To plan and develop long, medium and short term housing and environmental investment programmes consistent with the Association's Business Plan, and the needs and expectations of customers.
4. To ensure that accurate and up to date data is maintained on all the association's property assets, enabling effective and efficient planning, programming and resourcing of all current and future investment.
5. To ensure that all contracts are managed professionally, and deliver value for money for Sentinel and its customers.
6. To ensure that the quality of the services provided to all customers is of the highest possible standards in terms of both performance and best practice.
7. To lead on the involvement of customers throughout all aspects of the service areas, ensuring that the service reflects the needs of all customer groups, and is responsive to changing patterns of demand and expectation.
8. To lead on the development of policies for all aspects of work carried out in relation to asset management and repairs, and to ensure the team's compliance with all corporate policies and procedures.
9. Develop, manage and monitor all budgetary resources relating to the service area, ensuring that all expenditure is focused and targeted at improving the housing stock, whilst optimising customer value.
10. To lead and develop our approach in appraising and development of proposals for improving the energy efficiency of our housing stock, and mitigate the Carbon impact of our properties.
11. To develop positive working relationships and partnerships with a wide range of stakeholders to ensure that Sentinel actively leads and responds to challenges in our neighbourhoods in terms of environmental enhancements
12. To prepare and present regular reports to the Board, the Executive, and any related Committees, working groups, or panels, as required .
13. To develop and maintain Sentinel's corporate values, and act as a role model for their implementation.

14. To drive and deliver high levels of good performance, and ensuring that all team members are supported and developed to deliver excellence throughout delivery of all related works and projects.
15. To ensure that our asset management and repairs service plan is aligned with all the other key services in Sentinel: Development & Regeneration, Neighbourhoods, Customer Services
16. To ensure that the Sentinel's Equality and Diversity Policy is fully implemented at all times, demonstrating commitment to equality and diversity strategies and issues.
17. To ensure that the highest standards of health and safety practices are maintained at all times.
18. To implement and monitor effective risk management systems for all areas of operational responsibility.

GENERAL:

- To undertake such other duties and responsibilities as are specified by the Executive and are commensurate with the level of the job.
- To take responsibility for own personal development, updating knowledge of innovation across asset management and support areas, which affect the business.

PERSON SPECIFICATION

Head of Property Services

SECTION	CRITERIA
Education & qualifications	<ul style="list-style-type: none"> • Member of CIH, CIOB, RICS or other appropriate relevant professional qualification or equivalent graduate level qualification is desirable. • Degree level education or equivalent through relevant training/experience
Experience, knowledge, understanding	<ul style="list-style-type: none"> • Substantial experience in contractor partnership working at a strategic level • Substantial experience at management level, with experience of managing multi disciplinary staff teams. • Experience of managing significant budgets • Experience of working at senior level with Boards and Committees • Senior level experience within the social housing sector or comparable property related business with a substantial asset base • Experience of developing customer focused services • Experience of procurement using OJEU and modern procurement methods
Competencies: Skills, abilities, behaviours and work-related personal qualities	
Technical & professional skills	<ul style="list-style-type: none"> • Professional and technical skills related to asset management, incl data management, cost control, procurement, contract management, resident involvement and strategy production • Thorough knowledge and understanding of relevant construction and health and safety legislation and best practice • Computer literate and able to make use of all modern office ICT
Commercial and financial awareness	<ul style="list-style-type: none"> • Able to understand complex financial information • Able to produce coherent financial plan for asset management which informs and is informed by the Business Plan • Able to demonstrate understanding of value for money and its practical application for an organisations and its customers. • Good negotiator and arbiter • Clear understanding and ability to demonstrate effective management of risk
Customer service & quality focus	<ul style="list-style-type: none"> • Demonstrates commitment to Customer Service in all activities • Can evidence high levels of customer involvement in service delivery and review • Ensures quality and productivity goals and standards are met • Can develop and sustain effective partnerships
Achievement orientation	<p>Sets appropriate measures related to service purpose and corporate plan</p> <ul style="list-style-type: none"> • Shows determination to continually improve services • Demonstrates highly effective leadership skills • Demonstrates highly effective change management skills

Thinking skills	<ul style="list-style-type: none"> • Numerate and data rational • Effectively gathers, analyses and utilises information • Uses problem solving and decision making skills • Thinks strategically • Critically evaluates options and solutions
Planning and organising	<ul style="list-style-type: none"> • Prioritises and plans effectively • Balances long and short term objectives • Skilled in managing complex change projects
Managing, leading & team working	<ul style="list-style-type: none"> • Supports and demonstrates Sentinel's values • Highly developed leadership skills • Generates team spirit • Creates opportunities to develop managers • Empowers and enables others • Adopts an assertive and fair style • Can develop, manage and implement complex change programmes
Persuasion and influencing	<ul style="list-style-type: none"> • Represents the association positively and professionally • Networks and builds effective working relationships with others • Persuades and achieves co-operation of others • Negotiates confidently and effectively • Adopts a confident approach
Communicating	<ul style="list-style-type: none"> • Communicates regularly and openly at all levels • Presents effectively to external audiences • Presents complex information in an understandable way
Adaptability and resilience	<ul style="list-style-type: none"> • Adapts positively to change • Shows resilience in handling conflict • Handles pressures of meeting targets and deadlines
Personal motivation and commitment	<ul style="list-style-type: none"> • Demonstrates drive and determination • Seeks ways to continuously improve and learn
Equality and Diversity	<ul style="list-style-type: none"> • Ensures equality of opportunity for all people as employees or customers • Recognises and reflects the diversity of the communities where the association works.