



# KNOWES HOUSING ASSOCIATION

## JOB DESCRIPTION

**JOB TITLE:** Head of Property Services **GRADE:** EVH Grade 9 / SM 7 – 9

**ACCOUNTABLE TO:** CEO and Management Committee

**REPORT TO:** CEO

**DATE LAST REVIEWED:** November 2025

**VERSION:** 2025

### OBJECTIVES OF THE POST

The Head of Property Services is responsible for the management of the Association's Property Services and the delivery of the Association's Asset Management strategy. This includes service delivery of our Reactive, Cyclical, Planned Maintenance, Major Improvements and Development programmes including procurement and performance management and ensuring health and safety requirements are met. The post holder is also responsible for preparation and monitoring of the department's budgets, and reporting to Committee thereon.

The post holder is expected to contribute to the Strategy and Business Objectives of the organisation and prepare reports for the CEO, the Committee of Management, the Scottish Housing Regulator and other Statutory Bodies.

The post holder is responsible for ensuring the delivery of excellent customer service and meeting all statutory and regulatory requirements are essential aspects of this post.

### PRINCIPLE DUTIES - GENERAL

- |   |                                                          |
|---|----------------------------------------------------------|
| 1 | Manage the Property Services Team on a day-to-day basis. |
|---|----------------------------------------------------------|

|           |                                                                                                                                                                                                                            |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2</b>  | Ensure the Association meets its corporate objectives in relation to the repair and maintenance of its properties in the most appropriate and cost effective method.                                                       |
| <b>3</b>  | Responsible for the preparation and implementation of the Risk Management Plan in relation to the repairs and maintenance function.                                                                                        |
| <b>4</b>  | Procurement of all repairs, maintenance and development contracts in such a way as to maximise value to the Association and provide advice to other departments on procurement of services.                                |
| <b>5</b>  | Ensure the Association complies with all relevant Health and Safety legislation, CDM regulations, Asbestos management legislation and all other legislation relating to the maintenance of the Association's properties.   |
| <b>6</b>  | Effective monitoring and achievement of organisational and department performance targets and objectives.                                                                                                                  |
| <b>7</b>  | Ensure that services are delivered in accordance with the Association's policies and procedures and within appropriate legislative and regulatory framework.                                                               |
| <b>8</b>  | Devise and implement a plan in relation to the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing and monitor and report on progress to the CEO, the Committee and the SHR.           |
| <b>9</b>  | Preparation monitoring and control of budgets including reporting to Management Team/Committee.                                                                                                                            |
| <b>10</b> | Maintain and update the Association's list of approved contractors through the Association's assessment criteria. Ensure all new contractor documents are in place including risk assessments and data sharing agreements. |
| <b>11</b> | Monitoring and reporting on contractor's performance.                                                                                                                                                                      |
| <b>12</b> | Ensure compliance with Scottish Housing Regulator's standards.                                                                                                                                                             |
| <b>13</b> | Ensure appropriate quality management systems are in place.                                                                                                                                                                |
| <b>14</b> | Review and update policies as required to ensure compliance with all legislation and good practice.                                                                                                                        |

## ASSET MANAGEMENT

|           |                                                                 |
|-----------|-----------------------------------------------------------------|
| <b>15</b> | Develop and Maintain the Association's Asset Management System. |
|-----------|-----------------------------------------------------------------|

|           |                                                                                                                                                                                               |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>16</b> | Maintain the Associations Life Cycle Programme and organise periodic stock surveys. Prepare reports on long term life cycle costings for the Management team and the Committee.               |
| <b>17</b> | Preparation of Annual Programmes of work, for approval and implementation. Ensure timetable is in place for programme of work and that deadlines are adhered to for completion dates of work. |
| <b>18</b> | Obtain funding where possible to improve the energy efficiency of Knowes' stock.                                                                                                              |
| <b>19</b> | Manage the progress of Knowes' properties towards the achievement of the proposed Scottish Housing Net Zero Standard (SHNZS) and identify the funding required to achieve this plan.          |

## **DAY TO DAY REPAIRS AND VOIDS**

|           |                                                                                                                     |
|-----------|---------------------------------------------------------------------------------------------------------------------|
| <b>20</b> | Set targets for the Association in line with Business Objectives and ensure the Association's targets are achieved. |
| <b>21</b> | Ensure empty houses are inspected, repaired and ready for re-let within the Association's targets.                  |
| <b>22</b> | Ensure contractors meet the Association's performance standards in terms of speed of response and quality.          |
| <b>23</b> | Assist in the development of our ICT systems to process repairs and report on performance and ARC indicators.       |

## **GAS MAINTENANCE**

|           |                                                                                                                                                                                                      |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>24</b> | Ensure all gas heating systems are maintained in accordance with current legislation.                                                                                                                |
| <b>25</b> | Ensure gas heating repairs are carried out within the Association's response times and to ensure contractors meet the Association's performance standards in terms of speed of response and quality. |

## **ELECTRICAL SAFETY INSPECTIONS / SMOKE AND HEAT DETECTORS**

|           |                                                                                                                                                               |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>26</b> | Ensure the Association complies with Electrical Safety Legislation and that all properties have an up-to-date Electrical Safety Certificate every five years. |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

|           |                                                                                                                                                                                  |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>27</b> | Ensure all properties meet the current requirements for smoke, heat and CO detectors and that these are annually checked and replaced as part of cyclical maintenance programme. |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## OTHER

|           |                                                                                                                                                                                                                                        |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>28</b> | Implement continuous improvement plans through regular monitoring of customer satisfaction and consulting with residents.                                                                                                              |
| <b>29</b> | Preparing briefs, detailed specifications, tender documents, co-ordinating and controlling professional consultants and contractors on all aspects of contract work including fee negotiation.                                         |
| <b>30</b> | Acting as supervising officer on all contracts where a consultant is not appointed.                                                                                                                                                    |
| <b>31</b> | Oversee the Association's landscape maintenance ensuring value for money.                                                                                                                                                              |
| <b>32</b> | Ensure that the Association meets all the Health and Safety requirements as contained in the ACS Landlord's Health and Safety Manual. Prepare and update risk assessments for all aspects of the Property Services Teams' tasks.       |
| <b>33</b> | Report to the CEO and committee regarding performance in relation to compliance against KPI's.                                                                                                                                         |
| <b>34</b> | Put in place surveys of land owned by the Association to control risk.                                                                                                                                                                 |
| <b>35</b> | Manage, supervise and delegate duties as required to the Property Services Team, setting objectives for the team, carrying out their bi-annual performance reviews and objective setting and organising their training needs analysis. |
| <b>36</b> | Attend Board, Management and Team meetings and meetings of customer groups.                                                                                                                                                            |
| <b>37</b> | Deputise for CEO as required.                                                                                                                                                                                                          |
| <b>38</b> | Any other duties specified by the CEO which would be considered reasonable for a senior staff member to undertake.                                                                                                                     |