

Post Title	Head of Property Management
Service	Property Management
Department	Assets Directorate
Responsible to:	Director of Assets
Responsible for:	Repairs Manager; Compliance Manager; Health and Safety Advisor

Purpose of Job:

The Head of Property Management will play a key role in delivering Bields short and long-term strategic goals and shaping the direction of the organisation for the future. The post-holder will have overall responsibility for the effective day to day management of our property management function which includes our Repairs Service and all Bield's Compliance and Health and Safety activities. The Head of Property Management will have responsibility to continually improve Bield's property management services ensuring our stock is compliant, high quality and meets the needs of our customers. As a leader for compliance and value for money, the Head of Property Management will lead on innovation, best practice, and build strong partnerships through effective management and procurement. The Head of Property Management will have strong people management skills and will be somebody who can build teams and shape change. They will play a leading role in moving Bield into an extremely ambitious and innovative period for the organisation.

Key Accountabilities:

- To lead on the development of reactive and cyclical programmes and to maximise value and deliver great homes for existing and future customers.
- To ensure appropriate service contracts for all the organisation's compliance activities are in place and managed appropriately.
- Lead the management of Bield's corporate health and safety function, ensuring the continuous development and delivery of services that achieve full compliance with all statutory and regulatory obligations
- To prepare and deliver the annual budget for both the property and compliance programmes and monitor and report on spend against budget in respect of both programmes.
- Working in partnership with other colleagues to deliver on Bields Strategic Asset Management Strategy (SAMS) that provides a clear and ambitious vision for the future of Bields housing stock.
- Working in partnership with the Head of Investment, and the Strategic lead for Development and Commercial to develop Bield's stock appraisal and sustainability modelling to ensure Bield optimises the use of physical assets.

- To ensure the effective and efficient implementation of all programmes of works in accordance with approved Bield policy, Regulation and legislation guidance notes and procedures and all relevant statutory requirements.
- To assist and advise the Director of Assets on new initiatives to ensure that Bield's stock is maintained in accordance with best practice, is responsive to the needs of customers and remains marketable.
- To develop and implement methods of procurement for all maintenance related programmes of work which ensure value for money, quality construction and elevated levels of customer satisfaction.
- To develop and implement processes to promote tenants' choice and participation in all aspects of the department's work including systems for monitoring and reporting on levels of tenant satisfaction with all works programmes.
- To oversee contracts performance against approved standards and targets.
- To lead the Bield Health and Safety Working Group and monitor our company wide health and safety and regularly report performance through the Health and Safety Committee.
- To oversee the strategic development of procurement activity within Bield including the development and implementation of the corporate procurement strategy.
- To take responsibility for Departmental Complaints Performance in line with Bield's complaints policy and procedures and undertake stage 2 investigations, when required.
- Any other reasonable duties as assigned by your manager or other senior manager within Bield.

Health and Safety

- Ensure all staff have a good understanding of Bield's Health and Safety Policy and their roles and responsibilities to ensure a healthy and safe workplace.
- Ensure all staff report any health and safety concerns that they may have, and they understand what a reportable incident under the Health and Safety Act is.
- Ensure that staff have a good understanding of the risk assessment process and the importance of keeping this up to date.
- Ensure that all staff undertake core health and safety training relevant to their roles, and this is regularly monitored and audited to ensure the safety of all.

Equality and Diversity:

- Bield Housing and Care promotes a workplace that is inclusive and diverse, as a manager we would expect you to develop a culture where everyone is treated fairly, staff know what behaviour is expected of them and that you have a good understanding of discrimination and the law and what is not acceptable.
- Staff should be supported to understand the procedures for reporting any concerns and for resolving problems they may encounter.
- It is also important that our tenants know that we have an inclusive workplace, and we promote diversity and that we will address any discriminatory behaviour.

Additional Information

- **Working arrangements** - Edinburgh, or Glasgow office base. Currently operating hybrid approach between office and remote working. Bield's standard office hours are 9.00 am to 5.00 pm, Monday to Friday. Full-time hours of work are 35 hours per week.
- **Flexibility** - Bield recognises that people work best when they can achieve a balance between work and all other aspects of their lives. We support our workforce to achieve a work life balance that meets the needs of Bield and everyone by having a range of effective policies and practices.
- **Travel** – Travel between our office and development locations as determined by requirements of the role.
- **Driving** – You should hold a valid UK driving licence and have access to your own roadworthy vehicle, insured for business purposes. A Car Allowance of £4671 per-annum (pro-rata for part time), paid in 12 equal monthly instalments. Business mileage can be reclaimed at HMRC Fuel Advisory rates applicable to type of fuel and engine size of vehicle.

Person Specification:

Experience: This should reflect the level and type of experience required to be successful in the role.

Criteria	Level
A proven track record of managing a similar service delivery programme	Essential
Senior management experience in the voluntary or public sector	Desirable
Demonstrating inclusive leadership, commitment to knowledge transfer and investing in shared expertise, know-how and skills	Essential
An excellent and influential communicator, able to demonstrate active and reflective listening	Essential
Relevant experience in strategic policy creation and implementation	Desirable
Experience of setting and reporting on budgets	Essential
An appetite to drive business growth and shape the future direction of the organisation.	Essential

Knowledge, Skills and Behaviours: This should reflect the knowledge, skills and behaviours which reflect Bield's values and which the postholder must have to perform satisfactorily.

Criteria	Level
Adaptability and flexibility in delivering strategic and operational results in a changing environment	Essential
Communicate effectively with a range of individuals/organisations including senior staff	Essential
High level skills in listening, influencing, negotiating and presenting	Essential
Ability to be creative and innovative in developing new working practices and systems to deliver key objectives	Essential
Strong leadership skills to lead, motivate a support a staff team	Essential
Ability to handle pressures of conflicting priorities, plan and prioritise a complex workload and deliver agreed targets	Essential
Effective negotiation, problem solving and decision-making skills	Essential
Commercially adept, taking swift management action when necessary	Essential
Ability to work with a wide range of different audiences and effectively promote Bield and its Brand consistently	Essential
Self-aware and self-motivated	Essential

PROFESSIONAL MEMBERSHIP AND QUALIFICATIONS: This section describes any professional memberships, level of qualifications required (or which would be required to be achieved by the post holder)

Criteria	Level
Educated to degree level	Essential

Professional qualification in relevant field	Desirable
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Service Specific / Contra Indicators: This section outlines any service specific requirements or things which you would prevent an appointment if not held – i.e if driving is a requirement of the role then a valid UK driving licence is essential.

Criteria	Level
A valid, UK driving license	Essential
To have a genuine interest in, and an open flexible approach to, the promotion of excellent standards of care for older people.	Essential
To be able to work outside office hours as required	Essential
To be willing to participate in training and travel to attend training/meetings as required.	Essential