

JOB DESCRIPTION

JOB TITLE Property Management (Factoring) Officer

DEPARTMENT / SERVICE Commercial Services

PURPOSE OF THE JOB

Reporting to the Factoring Supervisor, the Property Manager (Factoring) Officer is a key point of contact for homeowners receiving Link's factoring services, and any non-factored owners in Link's estates throughout central Scotland. They will operate within Link's Factoring Team which is supported by finance, asset planning and repairs services.

MAIN AREAS OF RESPONSIBILITY / TASKS

Property Management

- Act as the main point of contact for homeowner enquiries and consultation. This will require excellent written and verbal communication, organisational and time management skills.
- Carry out regular visual (non-technical) inspections of common parts, including taking meter readings, recording any visible issues and liaising with Link's housing, repairs and asset planning teams, or external contractors to resolve issues. Work with asset management (technical staff) to issue maintenance plans for each development, consulting where required.
- Consult factored and non-factored owners in accordance with title deeds and Link's procedures and applicable legislation. This includes the organisation of and participation in meetings with owners (electronic and on-site); issuing consultation documents, liaising with owners and repairs/asset colleagues before, during and after work is complete.
- Record, investigate and resolve verbal and written complaints in accordance with policy and procedures. This includes supporting the Factoring Supervisor in relation to any factoring complaints referred to the First Tier Tribunal for Scotland (Housing & Property Chamber).

- Check daily reports to action any invoice corrections, consultations or arrears actions, adhering to deadlines.
- Apply arrears policy and procedures consistently, including home visits and referring cases for legal action. Actively promote direct debits and digital invoicing.
- Assist the Factoring Supervisor and Co-ordinator to review and update procedures, the Written Statement of Services, annual charges and information to owners.
- Liaise with contactors (e.g. stair cleaning, ground maintenance) and the in-house repairs and asset management service and assist with the procurement process in accordance with Link's procedures.
- Work with Development and Asset Management colleagues to inform the content of Deed of Conditions for new developments.
- Prepare for and take handover of new factored developments in collaboration with development, repairs and asset management colleagues and contractors in accordance with procedures.

General

- Maintain an awareness of and adherence to Link's policies, procedures, Written Statement of Services to factored owners, the Property Factors Code of Conduct (the Code), the Property Factors (Scotland) Act 2011, Tenements (Scotland) Act 2004, the Title Conditions (Scotland) Act 2003 and related factoring legislation.
- Records Management – ensure records are maintained in accordance with data protection policy and procedures.
- Liaise with colleagues and external agencies on property management and factoring issues e.g. local authorities, developers, utilities.
- Provide regular updates to Line Manager (e.g. arrears, customer engagement and estate management visits).
- Comply with all of Link's policies and procedures including Data protection and records management; the Health and Safety Policy, reporting any matters of concern to the Link repairs team, health and safety representative or line manager; and to actively promote the Equality and Diversity Policy and practice in all aspects of the job role

as it relates to colleagues, owners, service users, contractors, consultants and external agencies.

- To carry out other duties as required in order meet the needs of the business and within the scope of the team and role. The post holder will operate within a larger multi-disciplinary team which also handles mid- market rent, shared equity and shared ownership.

RELATIONSHIPS

- Factoring team members and other Link teams e.g. Development, Housing, Repairs, Asset Planning, Digital, and Finance
- Owners and occasionally tenants
- Contractors
- Local Authorities
- Utilities
- Private Factors and Developers

ACCOUNTABILITY

The Property Manager (Factoring) Officer is accountable to the Factoring Supervisor.

PERSON SPECIFICATION

KNOWLEDGE / EXPERIENCE & SKILLS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Organisational and time management skills	✓		
Excellent written and verbal communication skills	✓		
Numeracy and accuracy	✓		
Experience of estate /property management.	✓		
A basic understanding of Housing and / or Factoring legislation including the impact on the business.	✓		
Experience of managing arrears.	✓		
Experience of handling complaints.	✓		
Experience of using MS Office [Excel, Word, Outlook, PowerPoint].	✓		
Experience of developing and implementing policies and procedures.		✓	
Experience of using a housing management/factoring IT system e.g. Aareon		✓	
EDUCATION & QUALIFICATIONS			
Further education qualification or equivalent experience in a relevant discipline e.g. housing, surveying, business, etc.	✓		
GENERAL / OTHER			
Full drivers licence and access to a car for work.	✓		

COMPETENCY MANAGEMENT FRAMEWORK	(ALL ESSENTIAL) ASSESSED AT INTERVIEW
<p>COMMUNICATION Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Uses appropriate language and style that is both relevant to the situation and the people being addressed.</p>	
<p>CUSTOMER CENTRED APPROACH Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding</p>	
<p>INNOVATION Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p>LEADERSHIP The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues including secondees, placements and new employees</p>	
<p>PERSONAL EFFECTIVENESS Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other person's approach.</p>	
<p>PROBLEM SOLVING AND REASONING The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions.</p> <p>Willingness to participate and contribute effectively to the team effort. Will put own</p>	

interests aside when appropriate to meet the needs of the team.

INFORMATION SYSTEMS

A functional understanding of Link's core information communication technology – including Microsoft Office, Filestream systems and department I.T systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.

TECHNICAL COMPETENCIES

LEGISLATION AND COMPLIANCE

Have an interest in and a good understanding of the legislative framework relevant to the job role. Is proactive and anticipates the effects of new legislation on the customer, services and the organisation as a whole.



SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of Link Housing employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours	35 hours per week, normally worked Monday to Friday, however flexible working arrangements will be considered.										
Contract	Permanent.										
Location	Falkirk.										
Salary	£29,356 - £37,185, dependent on skills and experience. Salaries are paid on the last Friday of each month.										
Annual Leave	Annual leave is equal to 35 days per year (including public holidays), rising to 40 days after 5 years' service.										
Pension	<p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none"> •Link: 5% of basic salary •Employee: 3% of basic salary <p>Employees can opt to increase their contributions:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 25%;">Employee:</td> <td style="width: 12.5%;">4%</td> <td style="width: 12.5%;">5%</td> <td style="width: 12.5%;">6%</td> <td style="width: 12.5%;">7%</td> </tr> <tr> <td>Link:</td> <td>6%</td> <td>7%</td> <td>8%</td> <td>9%</td> </tr> </table>	Employee:	4%	5%	6%	7%	Link:	6%	7%	8%	9%
Employee:	4%	5%	6%	7%							
Link:	6%	7%	8%	9%							
Life Assurance	Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary										
Travel	Authorised out of pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. Authorised passenger rate is currently 5p per mile.										

Flexible Working	The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].
Probationary Period	All new employees are required to complete a 6-month probationary period.
Support and Supervision	All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.
Smoking	All Link group offices operate a NO SMOKING POLICY. Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.
Health & Safety	Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.
Health Care Cash Plan	A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

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