



JOB DESCRIPTION

Job Title:	Property Services Manager (Compliance & Heating)
Department:	Ocean Property Services
Responsible to:	Head of Property Services
Responsible for:	Property Services Compliance Supervisor Property Services Gas Supervisor Property Services Gas Scheduler Property Services Electrical Supervisor Property Services trade staff and apprentices

Purpose of the job:

Under the overall management from the Head of Property Services you will be responsible for all Health & Safety property compliance relating to the performance of Property Services functions including gas installations, servicing and repairs, electrical safety, fire safety, building safety, legionella, asbestos, and lifts.

You will be required to continue to drive and develop compliance for all service areas to achieve and maintain top quartile performance in all categories. This includes, liaising with customers and their representatives in areas of developing service delivery, providing equality and preparing and implementing opportunities for growth and innovation within this service area.

Responsible for ensuring appropriate arrangements are in place to that all teams and people are effectively managed, have a clear focus on quality, health and safety, customer focus, are motivated to achieve challenging objectives, including its in-house apprentices.

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1.0 Performance / Programme Delivery

- 1.1 Overall responsibility for providing the successful management of a fully compliant, high quality, efficient, value for money and customer focused service, for all aspects of Property compliance, Out of Hours emergency

services and the successful management of Property Services apprenticeship programme in conjunction with People Services.

- 1.2 Monitor and maintain key performance indicators that reflects customer needs, Value for Money and Compliance with all Property Services work areas, or as defined by Ocean Housing including any key indicators that are required by the Homes England, Housemark and related industry best practice standards.
- 1.3 Responsible for promoting and embedding a culture of 'right first time' in all areas of the service.
- 1.4 Responsible for maximising and developing the continued use of ICT to improve efficiency with Compliance functions to achieve top quartile performance and accurate data recording and reporting.
- 1.5 Ensure that all procurement and contractual arrangements made in connection with schemes of work comply with the Company's Financial Regulations, contract procedures and statutory requirements.
- 1.6 Implement and maintain excellent employee engagement and communication processes across service areas for both internal and external stakeholders, and successful leadership of any change management initiatives.
- 1.7 Develop and maintain effective cross-working relationships with all sections of Ocean Group and external bodies to ensure the efficient and effective delivery of a Value for Money integrated planned and repairs service to exceed customer expectations.
- 1.8 Advise and support Property Services Managers with creation of accurate annual budgets that align with service delivery objectives for compliance.
- 1.9 Actively consider new and innovative ways of service delivery whilst promoting the positive benefits of change to improve customer service.
- 1.10 Ensure the quality of service provided to all customers is equal, measurable and compliant with regulatory consumer standards; is to the highest quality within the resources available; and is aligned to the principles of best practice and such other targets as determined by Ocean.
- 1.11 Provide professional advice and support to Ocean Housing's Senior Property Services Manager (Repairs, Planned and Compliance), the Head of Service and Managing Director as required.
- 1.12 Manage and review feedback about the service area including handling formal complaints embedding a culture of learning and continuous improvement

within the service area.

- 1.13** Support the management of and participate in Out of Hours work during emergency situations.

2.0 Operational Management

- 2.1 Ensure that the Company and Group are fully compliant with all regulatory requirements.
- 2.2 Ensure that all policies and work undertaken by or on behalf of the company complies with current health and safety and property compliance legislation, regulations, code of practice, and regulator standards, and that all risk management procedures are followed. Ensure that all safety inspection programmes and works are planned to agreed timescales and stringently monitored.
- 2.3 To maintain company accreditation for all M&E regulatory bodies including, but not limited to:
- Gas Safe, NICEIC, Oftec, HETAS, MCS, PAS 20/30
 - Maintain registration with M&E regulatory bodies
 - Ensuring relevant staff are qualified and registered
 - Maintaining a quality and audit policy and procedure
 - Be responsible for the compliance with the Gas Safety (Installation and use) Regulations 1998 (as amended from time to time)
 - Keep abreast of regulatory and accreditation requirements to ensure that these requirements are constantly achieved
 - Advise on changes to regulation and requirements and proactively bring them to the attention to staff and managers.
- 2.4 Advise on, create and maintain procedures for all compliance service developments and improvements to ensure that all business, departmental and customer objectives are achieved.
- 2.5 Analyse performance across all compliance functions and make recommendations for continuous improvement that drives performance towards top quartile delivery.
- 2.6 Manage performance data to enable accurate benchmarking against the sectors comparable organisations recommending actions to address any underperforming activities.
- 2.7 Prepare and present monthly performance reports detailing the physical and financial progress on all work areas, projects and services being managed by the team ensuring these are produced on-time or factually accurate and detail

corrective actions if required.

- 2.8 Provide overall strategic, operational and timely interventions to ensure effective planning and allocation of resources relating to the area of business the meets and exceeds customer expectations.
- 2.9 Effectively contribute to Ocean Housing's budget setting process.
- 2.10 Contribute and support the development of property investment, maintenance and plans for responsive, voids, planned, M&E and out of hours repairs.
- 2.11 Prepare and update action plans for the approval by the Head of Property Services and/or Senior Property Services Manager which will ensure that Ocean Property Services drive continuous improvement in service delivery and a Value for Money customer satisfaction and implement the range of tasks necessary to fulfil Oceans Values in all that we do.
- 2.12 Demonstrate initiative, forward-thinking and awareness of new developments in Property Maintenance practice and technology advancements to derive maximum benefits for our customers ensuring customer and staff engagement is implemented during this process.
- 2.13 Continually promote partnership working and to keep abreast of emerging initiatives for existing buildings energy efficiency.
- 2.14 Ensure that all services are regularly reviewed and aligned with current Government policy, Regulatory requirements and preparing for any future inspection audit/regimes.
- 2.15 Work with the Property Services Manager (Assets) and Ocean's Head of Health, Safety and Environment to ensure all properties that require safety/ service checks are aligned with all compliance data controlled systems and ensure full compliance is met.
- 2.16 Ensure the Stennack House Office is well maintained and complaint.

3.0 People Management

- 3.1 Responsible for managing and co-ordinating the Gas, Electrical and Compliance Supervisors, Property Services Scheduler and apprentices, including the production of both team and individual standards of performance and work targets.
- 3.2 Provide guidance, support, training and development where required to achieve excellent levels of customer service delivery and maintain skills for

health and safety compliance.

- 3.3 Model the Values and Behaviours expected from senior staff that are consistent with Ocean Housing's organisational commitments.
- 3.4 Responsible for creating a performance orientated culture, recruiting, managing and motivating all staff ensuring that appropriate work plans, appraisals, 1:2:1 supervision, appraisal and staff development programmes are in place and delivered.
- 3.5 Ensure development of a thorough staff induction programme setting out clear standards to be achieved by the end of a probationary period.
- 3.6 Make clear decisions and communicate effectively and openly with staff and customers ensuring engagement as much as possible.

4.0 Governance & Compliance

- 4.1 Comply with all Corporate policy directions and regulations of Ocean.
- 4.2 Assist the Head of Property Services Manager and Senior Property Services Manager with the management of Ocean's risk management strategy and compliance register which embraces best practice policies and procedures to provide effective control of assets and liabilities and mitigates Oceans exposure to risk
- 4.3 Develop a proportionate risk-based approach to compliance checking detailed day to day operations at a granular level to identify strengths and weaknesses and develop corrective action plans. Investigate all compliance incidents to ensure that remedial action is identified, reported and implemented to minimise the potential for a re-occurrence in line with appropriate regulations and landlord's statutory obligations under regulation.
- 4.4 Establish and maintain effective management systems to ensure that all areas of Ocean Housing complies with all Electrical, Gas, HETAS, Asbestos, Fire, Building Safety and Water Hygiene regulations.
- 4.5 Participate in the transparent and fair selection of key staff for the Property Services Department and with the support of People Services manage disciplinary and grievance matters in accordance with delegated authority and Ocean's Staff Handbook policies.
- 4.6 Responsible for ensuring the inspection and quality auditing of all compliance work areas which could impact on safety is undertaken timeously and that works being undertaken in Ocean Housing properties are in accordance with relevant legislation or future amendments.

4.7 Have overall responsibility for health and safety matters relating to all compliance programmes to ensure Ocean Housing meets its obligations under the;

- Construction (Design and Management) Regulations 2015
- Gas Safety (Installation & Use Regulations) 1998
- HETAS guidelines
- Control of Asbestos Regulations 2012
- 18th Edition Wiring Regulations (BS:7671)

And all other relevant legislation to ensure the effective management of Oceans Health and Safety Policies as specified by the Health and Safety at Work Act 1974, and other related Acts.

4.8 Maintain and develop proactive relationships with Customer Representatives and encourage customer involvement and active engagement to help shape the future delivery of agile services.

4.9 Provide and, where applicable, present complex reports in a concise and accurate format on contractual, operational and financial issues in line with Ocean Governance Policies and Procedures.

4.10 Ensure that all works completed by the post holders service area are in accordance with Ocean Housing's standing orders, financial regulations, legal requirements and statutory obligations to ensure that adequate monitoring and auditing processes are in place.

4.11 Comply with the Company's policies, procedures and initiatives; in particular, equality, diversity and inclusion, health and safety, complaints and safeguarding.

5.0 General

5.1 Responsible for committing to personal continuous professional development to maintain relevant up to date skills for Ocean's and your personal benefit.

5.2 Promote and represent Ocean in the community, the housing sector and with other organisations, attending meetings, events and conferences and speaking in public.

5.3 Carry out any other duties appropriate to this post, as necessary or as requested.

5.4 Responsible for promoting the Company in a positive manner at all times.

- 5.5 You will be required, at times to work in excess of normal working hours and be required to travel within and out-with Cornwall.

No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

I accept that this job description is a fair description of the job I have applied for.

Signed: _____ **Date:** _____

Print: _____