



## PERSON SPECIFICATION

**JOB TITLE:** Property Services Manager (Compliance)

**DEPARTMENT:** Property Services

### EDUCATION/ QUALIFICATIONS:

ESSENTIAL	DESIRABLE
Foundation Degree or educated to equivalent level 5 in a relevant discipline	Level 6 qualification in a relevant discipline.
Evidence of CPD and prepared to undertake relevant training to further knowledge base	ILM/NVQ Level 3 or equivalent in first line management.
	IOSH Certificate or equivalent in Health & Safety.

### KNOWLEDGE AND EXPERIENCE:

ESSENTIAL	DESIRABLE
Experience of managing and appraising staff and team building.	Experience of working within a social housing environment
Experience of managing a substantial scale Property Maintenance function as detailed in the job description	Experience of delivering profitable business products and services
Significant senior management experience in a property maintenance function, construction management or an organisation covering a number of the functions contained in the job description.	Experience of delivering service improvements and tackling under performance.
Able to demonstrate skills to improve services and performance, including complaints management	
Experience of preparing and managing budgets commensurate to the role	
Experience of change management	
Up to date knowledge of Health & Safety responsibilities in the workplace and lone working.	

Knowledge of IEE wiring regulations (18th edition) and Gas Safety (installation and use) regulations 1998, CAR 2012 and CDM 2015 regulations along with significant experience of building maintenance/construction. Fire Safety Act and Building Safety Act. Legionella and asbestos legislation	
Established experience of performance management	
Established awareness of Health and Safety at Work legislation	
Knowledge and understanding across multiple trade disciplines.	
Experience in providing excellent customer service and developing relationships.	
Able to demonstrate skills and talent to improve services and performance, including complaints management.	

### **SKILLS & ABILITIES:**

ESSENTIAL	DESIRABLE
Exudes a positive and welcoming persona.	Entrepreneurial qualities and the judgement and ability to seize appropriate opportunities for the advantage of the Company
Strong IT skills with ability to use a broad range of software and excellent report writing skills	Overcomes traditional organisational constraints
Good interpersonal and communication skills.	Demonstrates a pro-active understanding of others' agendas
Works in a methodical and systematic manner with a high level of attention to detail, seeing work through to a high quality finish every time	Demonstrates a rapid understanding of newly presented information
Takes responsibility for actions, projects and people and achieving work objectives for team as a whole; tackling demanding goals with enthusiasm.	Use creative methods to perform tasks and bring improvement to processes

Able to judge and manage situations with tact and diplomacy, exhibiting levels of emotional intelligence.	Good risk and opportunity management
Enthusiastic and motivated in developing own knowledge and skills.	Good programme/ project management
Working respectfully with senior management – offering suggestions for improvement and respecting final decisions, supporting their implementation where necessary.	Commercially astute.
Able to work under pressure, meet deadlines and remain calm in high pressure situations	
Ability to transport oneself to various locations	

#### **MANAGEMENT AND LEADERSHIP OF PEOPLE:**

ESSENTIAL	DESIRABLE
Ensures Team members value diversity and takes appropriate action when there is evidence of discrimination or inequality.	Works with team to identify opportunities to learn, both in day-to-day work and also on formal training courses or studies.
The ability to support, mentor and coach front line staff to improve performance, as well as motivate and install unconditional positive regard.	Promotes a no blame culture, learning by mistakes.
Sets appropriate standards of behaviour for self and others and acts as a positive role model in terms of behaviours expected of role	Demonstrates ability to seek out and harness the views and contributions of others and enable people to work collaboratively
Undertakes regular supervision of staff, ensuring effective performance and identifying strengths and development needs in the team.	Facilitates the resolution of conflict between people so that an appropriate way forward is identified

#### **OTHER REQUIREMENTS:**

ESSENTIAL	DESIRABLE
Full driving licence and access to a vehicle as driving is an essential requirement of the post	
Committed, flexible and adaptable approach to work commitments	
Prepared to attend evening meetings and be on-call during certain times throughout the year when required	

