

Job Description



Job Title: Property Management Services Manager	Service Area: Housing Needs Temporary Accommodation	
Directorate: Inclusive Economy and Housing	Post Number:	Evaluation Number: JE 3741
Grade: PO5	Date last updated: N/A	

PEOPLE AT THE HEART OF EVERYTHING WE DO

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

CORPORATE PARENT

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To administer the functions and carry out the responsibilities of the Property Management Service team in accordance with the Council's policies, priorities, procedures and relevant legislation

Specifically;

To effectively manage a team of professional staff, ensure that a high quality customer focused tenancy management service is provided to the Council's tenants, including tenants of any external provider of accommodation to whom the Council provide a tenancy management service, 10, Victoria Street and all internal and external partners or organisations working with the Council.

Job Context

1. The post holder is line managed by the Head of Demand and Engagement
2. Has direct line management responsibility for 1x Senior Practitioner and 9 x Property Management Services Officers
3. The post holder is responsible for monitoring their own performance against agreed performance plans as laid out in appraisals and during one to ones.
4. Expected to ensure excellent quality of service for clients and to meet service requirements, and therefore may be required to work some evenings, weekends and occasional public holidays.
5. The post holder has some specific Health and Safety responsibilities for staff.
6. Responsible for ensuring that systems are in place to adequately monitor all appropriate Property Services Management Team activities including budgetary spend and that statistical information is produced for senior management as required.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To provide a first class customer focused service that meets or exceeds customer expectations.
2. To lead on all matters of housing property management and provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of project resources
3. To ensure that all appropriate intervention and remedial action has taken place prior to the instigation of court action where breaches of tenancy occur and thereafter to represent the service at court hearings as required
4. To lead, inspire, motivate and enthuse all staff taking responsibility for planning, prioritising and co-ordinating their work ensuring that excellent customer services are provided.
5. To carry out one to one supervision meetings and appraisals of team members, setting objectives and monitoring targets and identifying training needs
6. To ensure that all files and records are updated using the appropriate corporate systems and to use information technology proficiently, for monitoring, record keeping, case management and statistical analysis purposes, and prepare reports as required.

7. To ensure accountability and robust performance management in respect of direct reports and throughout the wider team. To be responsible for the recruitment, management and development of staff and direct reports
8. Working closely with the Head of Demand and Engagement to support effective working relationships with relevant portfolio holders and key partners.
9. Ensure risk assessments are carried out to manage the Health and Safety risks within the service area
10. Within the scope of the Complaints Procedure and where appropriate, to be responsible for the investigation and resolution response within corporate response times of all complaints and contribute towards the investigation and resolution of Local Government and Housing Ombudsman enquiries and MP and Member enquiries within corporate response times as appropriate.
11. Work to the provisions of the Master Agreement and Partnership Framework between the London Borough of Newham and Local Space, and meet all KPIs included within those agreements in accordance with the contractor role.
12. To carry out any other duties and responsibilities commensurate with the grade and job role

To undertake all behaviours as listed below:

13. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.
14. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
15. To take the lead on your personal development by ensuring you meet with your manager for appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.
16. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
17. To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's HEART values.
18. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
19. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
20. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: An understanding of housing	 Application Form, Interview

<p>legislation relating to homelessness and temporary accommodation</p> <p>Thorough knowledge of court proceedings as they relate to tenants</p> <p>Knowledge of management concepts, practices and principles</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p>EXPERIENCE:</p> <p>A minimum of two years management experience in a housing related field</p> <p>Experience of representing an authority at Court</p>	<p>Application Form/ Interview</p> <p>Application Form, Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>An understanding of the organisations goals and the ability to translate these into effective service delivery and business innovation at a senior level</p> <p>Able to demonstrate a clear understanding of financial requirements, ensuring that services are cost-effective and provided within budget.</p> <p>Ability to communicate effectively orally and in writing with a diverse audience, including customers, colleagues, managers, members and partners.</p> <p>Ability to prepare reports, briefings and presentations for the Mayor, Members and senior managers</p> <p>Ability to plan, manage and monitor the work of the team to achieve targets and deadlines within the context of conflicting priorities.</p> <p>Able to analyse complex issues and problems, make decisions and recommendations and support others to find positive solutions</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>

<p>Able to develop good working relationships with colleagues within the Department and with other statutory, private and voluntary agencies in order to develop the service to deliver successful outcomes.</p> <p>Ability to make effective interventions and sound judgements</p> <p>Ability to make high level decisions in the absence of the line manager</p>	<p>Application Form, Interview</p> <p>Application Form, Test</p> <p>Application Form, Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Commitment to achieving equal opportunities in both employment and service delivery.</p> <p>Willingness to make well informed decisions.</p> <p>Commitment to delivering an effective, improving and high quality service.</p> <p>Understanding of different learning styles.</p> <p>Effective interpersonal skills with excellent communication ability.</p>	<p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness to work outside the normal working day for public and Council meetings and to achieve deadlines.</p>	<p>Application Form/Interview</p>