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| JOB DESCRIPTION |
| **Job Title:** | Property Maintenance Coordinator |
| **NJC Scale Point:** | NJC Pt 9 – 19 (£20,903 -£25,481) depending on experience, pro rata. |
| Hours: | 37.5 hours per week and such additional hours as are required by the business from time to time. A job share may be considered for this role. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).  |
| **Location:** | Post holder will be based in Kingswood, however travel around Bristol will be required for this post.Place of work will be reviewed in line with Covid-19 restrictions and an element of remote working is expected. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Home Turf Lettings Service Manager |
| **Accountable for:** | n/a |

#### Principle Purpose of the Job

Reporting to the Home Turf Lettings (HTL) Service Manager, the post holder is responsible for delivering an excellent property management service for Home Turf Letting’s landlord and tenant clients. This will include:

* Ensuring full compliance with health and safety and legislative requirements
* Managing planned and reactive maintenance and repairs within agreed costs, standards and timescales
* Overseeing void works

#### Key Duties and Responsibilities

**Property Management**

* Be the key point of contact for queries concerns from HTL tenants or landlords in relation to any property management related matter.
* Manage all repairs, maintenance and property management requirements for HTL’s owned, leased and managed properties, including liaising with landlords, tenants, contractors and any other party consummate to requirements (i.e. local authority partners, surveyors, block management agents).
* Ensure that all planned and reactive maintenance is carried out within target times and that best value is achieved for the landlord and the organisation.
* Carry out regular planned property inspections at all properties, providing feedback to owners and lead on any arising repairs and maintenance.
* Manage any void works to ensure that properties are ready to let within target timescales.
* Arrange inventory and check out appointments with a third party contractor.
* Negotiate deposit returns within acceptable timeframes.
* Ensure good management of all keys held for properties including undertaking regular audits and ensuring key logging systems are correct and kept up to date.

**Health and Safety**

* Ensure health and safety and legislative compliance (such as gas safety and electrical certification, PAT testing, Legionella Testing, smoke alarm testing) across the portfolio.
* Undertake regular fire alarm and emergency light tests at applicable properties and keep up to date records.
* Identify any HHSRS issues and report these to the Home Turf Lettings Service Manager, and manage any remedial action

**Contractor/Supplier Management**

* Lead on recruitment of contractors and suppliers for Home Turf Lettings, ensuring that the service has the right contractors and suppliers for all repairs and maintenance needs, maintaining the right balance between quality and value for money.
* Build and maintain good quality partnership and relationships with all Home Turf Lettings contractors and suppliers.

**Cost Control**

* Ensure that all service costs for property repairs, maintenance and void works are kept within budget as set by the Housing Director and Service Manager.
* Seek approval from the Service Manager for any property management expenditure which exceeds the Property Managers delegated authority, evidencing value for money.
* Ensure prompt payment of contractor invoices including raising purchase orders on the system, and resolving queries or issues about invoices and supplier/contractor payments.
* Liaise with Council Tax and utility companies to notify them of any changes in tenancy, ensuring HTL only pay for void costs.

**Monitoring and Recording**

* Ensure that all work is recorded accurately and in accordance with policy and procedures, on the relevant CRM or other related recording area.
* Provide feedback to the Service Manager as required, including reports on voids/re-let works and any property management issues, ensuring that all actions are followed up within agreed target times
* Adhere to all relevant legislation and organisational policies and procedures at all times

#### Organisational Responsibilities

1. At all times adhere to DHI policies and procedures, with specific reference to:
* Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
* Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
* Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
* Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
* Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
* Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
* Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
1. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
2. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
3. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
4. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * At least twelve months experience working within a private rented sector lettings/estate agency environment.
* Proven ability to build effective relationships and experience of liaising with a variety of stakeholders in order to achieve successful outcomes.
* Demonstrable confidence in dealing with complaints or conflict situations in an appropriate manner and which results in the best possible resolve for all parties.
 | * Experience of working within a Property Maintenance role.
* Experience of working within a social housing environment.
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| **Knowledge**  | * A good understanding of property, repairs and maintenance management, showing a sound awareness of the variety of responsibilities of the role of a Property Maintenance Coordinator and issues which may arise.
* An understanding of a variety of legislation including The Electrical safety Standards in the Private Rented Sector (England) Regulations 2020, The Gas Safety (Installation and Use) (Amendment) Regulations 2018, MEES and The Homes (Fitness for Human Habitation) Act 2018
* Excellent literacy and communication skills and an experienced and competent user of MS Office applications and bespoke software packages.
* Able to work confidentially and appropriately with sensitive tenancy information.
 | * Holder of the Level 3 Award in Residential Lettings and Property Management, or working towards.
* An understanding of block management.
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| **Skills** | * Excellent planning, time management and organisation skills.
* Excellent attention to detail and the ability to maintain a high level of accuracy and quality of work.
* Self-motivated, with the ability to manage own workload and varied priorities through to conclusion.
* Demonstrates a professional, confident and positive attitude.
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| **Values and behaviours** | * Works in a way that aims to maximise the potential of others in their role.
* Commitment to equal opportunities and anti-discriminatory policy and practice.
* Shows positivity, enthusiasm, optimism, resilience and copes under pressure
* Able to work independently and collaborate with others
* Flexible, proactive and able to respond to changing operational demands
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| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel.
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