Hastings Borough Council

# Job Description

Date: May 2025

## Job Title

Property Services Manager

## Directorate

Housing

## Grade

3

## Reports to

Homes Manager

## Location

Muriel Matters House, Hastings

## Purpose of the Job

## To oversee the work of the Property Services Team across all residential properties owned and managed by the Council. To ensure the effective repair, maintenance, and improvement of the Council’s housing stock alongside delivering best practice in tenancy management.

## Responsibilities:

* Accountable to ensure the Council complies with its statutory responsibilities as a landlord and Registered Provider in compliance with wider housing conditions within the Borough.
* Responsible for all the staff within the Property Services Team including, Housing Operations Manager Housing Management Officers, Income Recovery Officers and administration support.
* Overseeing a service which is ambitiously expanding, currently there are around 80 homes in ownership and management, which is growing weekly, and 25 under lease. Within 2 years the aspiration is to hold nearly 200 in ownership and 75 under lease. These homes are currently let as short-term emergency accommodation and longer term move-on accommodation.
* Responsible for the management of homes on behalf of other landlords, including the Hastings Housing Company (currently 60 homes under management).
* Responsible for the management of the first council-built homes for over 40 years in the Borough. Initially this is 16 homes under development at the Rear of Bexhill Road, but we have ambitions to identify and secure further sites for council led development.
* To lead, develop and co-ordinate robust data management systems which ensure the Council meets its statutory responsibilities as a Registered Provider and its policy and funding requirements more generally.
* Oversee the income recovery from homes owned and managed by the Council to maximise revenue whilst also supporting the council’s homelessness prevention priorities.

## Key result areas

* Maintain our Council housing stock to a high standard and ensure properties are made available as quickly as possible for letting when newly acquired or void for other reasons.
* Deliver an effective repairs and maintenance service.
* To lead, develop and co-ordinate the implementation of the Council’s policies and procedures in relation to the Property Services Team, ensuring they meet requirements set by the Regulator of Social Housing
* Lead and develop a Housing Asset Management Plan including identifying and prioritising future programmes of work including responsibility for overseeing all asset related data so that it is accurate, timely, appropriate and robust.
* Lead and be responsible for planning, prioritising and ensuring effective delivery of planned and cyclical maintenance programmes on all residential properties owned or managed by the Council ensuring current work programmes are well managed and deliver the quality required within agreed budgets and timescales.
* Develop and lead the Housing Service’s Decarbonisation Action Plan to improve energy efficiency, reduce energy consumption and reduce carbon emissions in the Council’s Housing stock in line with the Council net zero agenda.
* To lead and ensure the Housing Service’s compliance with Health and Safety legislation in the repair and maintenance of the Council’s Housing Stock taking statutory lead as the “Responsible Person” including in respect of fire safety and water hygiene.
* Deliver strong contract management and ensure compliance with the Council’s procurement and contract management policies.
* Manage budgets for the service area; assist with monitoring and control of the approved budgets to ensure accurate and timely data and spending within budgets.
* Assist with the preparation and presentation of standard and non-standard reports for a wide range of audiences including management, partners, applicants, and Councillors to inform and influence key stakeholders.

## General Responsibilities

* Participate in an annual performance appraisal based on agreed objectives that are linked to the Council’s corporate objectives and priorities.
* Ensure that all duties and services provided are in accordance with the Council’s Equalities and Diversity policies and procedures.
* To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
* Ensure that all duties and services provided are in accordance with the Council’s Child and Vulnerable Adult Protection policies and procedures.
* All employees may be called upon to assist with a range of elections duties for the Council on an occasional basis when elections are called. Participation in elections duties is subject to the terms and conditions as determined from time to time by the Returning Officer or Central Government.

* All employees will ensure that duties and services provided are in accordance with the Council’s climate change strategy and action plan.
* Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The Council may, at any time and if relevant to the post, require an Enhanced DBS (Disclosure and Barring Service) Check to be carried out. An enhanced check details Convictions, Cautions, Reprimands and Warnings held in England and Wales on the Police National Computer (and most of the relevant convictions in Scotland and Northern Ireland may also be included). In addition it includes a check of the new barred lists and any locally held police force non conviction information considered relevant to the job role, by the relevant Chief Police Officer(s).

The key result areas to this post are set out in this job description. It should be noted that the Council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.

**Person Specification**

## Job Title

Property Services Manager

## Directorate

Housing

## Essential Requirements

### Qualification

1. At least a Level 4 qualification in housing management as regulated by the Office of Qualifications and Examinations Regulation (‘Ofqual’)
2. Recognised Health and Safety qualification i.e IOSH/NEBOSH or willing to work towards such a qualification

### Experience

1. Leading a property management service preferably within a Local Authority or Registered Provider
2. Managing procurement, contracting and delivering repairs, maintenance, adaptations and improvements across a social housing environment
3. Production and management of key strategic documents in relation housing standards and associated action plans
4. Delivering carbon reduction, energy efficiency, affordable warmth measures in a housing environment
5. Managing budgets and ability to forecast
6. Working with government funding bodies to deliver externally funded housing programmes

### Knowledge

1. Comprehensive knowledge and understanding of the Health and Safety requirements of a social housing landlord including statutory duties.
2. Extensive knowledge on fuel poverty, energy efficiency, SAP rating, retrofitting, carbon reduction and renewable technology in a domestic environment.
3. Working knowledge of contract procurement regulations
4. Excellent knowledge and understanding of housing conditions, defects, building components, adaptations including interpretation and delivery of the decent home standard and HHSRS

### Personal Aptitude and Skills

1. Ability to lead and motivate a team
2. Ability to prioritise competing demands in a pressurised environment, recognising service priorities, with an ability to meet conflicting deadlines.

### Behavioural Approach

1. Empathy and understanding towards people in housing need.
2. Ambition to create homes for people not units
3. Satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances.

Interviews will include competence based questions and our managers are appraised against the framework as part of our performance management process.

### Circumstances

1. Ability to work from the Council offices at least 50% of the time
2. A clean drivers licence and car is an essential requirement

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.