

Job Description and Person Specification

Post Title: Property and Assets Housing Officer

Reports to: Property and Assets Service Manager

Scale: 5

Politically Restricted: No

Location of Role:

- Main Offices 2 days a week
- Temporary Accommodation 2 days a week
- 1 Day floating

Overall Purpose

1. Your main responsibilities will include overseeing the day-to-day operations and legal compliance of the temporary accommodation and property portfolio, ensuring the efficient allocation of resources, and maintaining high-quality standards in service delivery.
2. The ideal candidate will have a strong background in temporary accommodation services and a proven track record in managing a planned preventative maintenance programme. You should possess excellent organisation skills, be able to work well under pressure, and can build and maintain effective working relationships with contractors and peers.

Key Roles, Tasks and Responsibilities

1. Oversee the technical management of the temporary accommodation portfolio, including the building fabric, fixed installations, communal areas and supplied property assets, to ensure properties remain safe, compliant and fit for use.
2. Ensure statutory and health and safety compliance arrangements are in place, up to date and evidenced (including fire safety, electrical safety, Legionella/water hygiene, asbestos management, emergency arrangements and associated inspections, testing and certification).
3. Plan, coordinate and monitor responsive repairs, planned and cyclical maintenance and any reinstatement works, ensuring clear priorities, timely completion and minimal disruption to residents and services.
4. Procure following BDC's Contract Procurement Rules manage and monitor contractors and contracts for repairs, maintenance and compliance activity, including performance management against agreed service standards and KPIs.

5. Maintain accurate asset, compliance and stock-condition information, using systems and data to produce reports, identify risks and drive service improvements.
6. Work closely with Housing Services and other colleagues to support effective occupation of properties where it intersects with condition, safety, access, compliance, decants or voids/hand-backs.
7. Lead or support joint working on cross-cutting issues including damp and mould, condensation, hoarding, pest infestations, damage, refused access and resident vulnerability where property condition is a contributing factor.
8. Manage risk within the service area, escalating concerns appropriately and ensuring proportionate controls and actions are implemented and recorded.
9. Manage and respond to complaints relating to property condition, repairs, maintenance and compliance, working with Housing Services where complaints relate to occupation or resident management.
10. Maintain up-to-date knowledge of relevant legislation, regulation, guidance and best practice affecting temporary accommodation, property compliance and homelessness services, and apply this to day-to-day decision-making.
11. Build and maintain effective working relationships with colleagues, other departments and external partners to ensure coordinated delivery across the temporary accommodation service.
12. Be flexible in approach, undertaking any other duties commensurate with the post, as directed by the line manager

Post Characteristics

Allowances: Essential Car User

On call/emergency situations: No

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and health and safety policies and procedures as amended or added to from time to time.

2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To ensure that arrangements are in place to ensure the safety of staff, residents, visitors and contractors. Including emergency evacuation and any persons requiring special assistance (PEEP), issuing permits of work and periodic safety inspections.
4. To ensure all relevant risk assessments relating to the housing portfolio are in place and up to date.
5. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
6. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
7. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

Legal and Statutory compliance knowledge of all planned preventative maintenance scheduling and testing across the portfolio's accommodation. (3,4)

Facility management awareness and evidenced knowledge of mandatory requirements across temporary accommodation. (3,4)

Detailed knowledge of homeless legislation and the relevant code of guidance particularly around allocation of temporary accommodation and discharge duty. (3,4)

Able to apply Landlord and Tenant legislation including health and safety. (3,4)

Knowledge of Housing Act 1996 and the Homelessness Reduction Act 2017 (3,4)

Knowledge of Welfare benefits in the context of the role. (3,4)

Knowledge of Domestic Abuse legislation and MARAC schemes. (3,4)

Awareness of Data Protection/ GDPR (3,4)

Experience

Essential:

Experience of having managed assets from a legal and compliance perspective (3,4)

Understanding of government legislation and local authority duties of managing and maintaining a list of assets across a portfolio (3,4)

Experience of dealing with complex and sensitive issues (3,4)

Experience of working within a customer services and administrative environment (3,4)

Able to use IT systems to produce reports and data (3,4)

Liaising with external contractors to ensure required scheduling is completed on time (3,4)

Skills/Abilities

Essential:

Ability to manage an array of Data and produce KPI reports (3,4)

Ability to identify and implement service improvement changes. (3,4)

Ability to work with landlords and effectively negotiating rates in a competitive market. (3,4)

Ability to show initiative and demonstrate good problem-solving skills (3,4)

Ability to work within a team and be a team player (3,4)

Be well motivated and take pride in delivering high-quality services (3,4)

Demonstrate the ability and commitment to seeing a task/enquiry/problem through to completion (3,4)

Ability to research and analyse information (3,4)

Have Effective presentation skills (3,4)

Qualifications/Training

Essential:

GCSE grades 4-9 (A - C) in Maths and English (5*).

Other

Essential:

Able to undertake any additional training associated with the role (3,4)

Maintains confidentiality in line with organisational and statutory procedures (3,4)

Flexible and receptive to new ideas and ways of working (3,4)

Full driving licence. (3,5)

Prepared to conduct regular CPD (3,4)

Desirable:

ILM Property Management or equivalent (3,5)

CIH Level 5 qualification / Degree or equivalent. (3,5)

Chartered Member of the Chartered Institute of Housing (CIHCM) (Professional fees paid). (3,5)

IOSH - Managing Safely / Managing Safely in Social Housing (3,5)

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Assistant Director (Major Projects & Assets)

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