

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation’s values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Property Services Manager
Service:	Housing Service
Team:	Property Services Team
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Interim Head of Housing
Responsible for:	Operational Support Officer (Commissioning), Contract Support Officer, Repairs & A&A Manager, K2K Voids Manager, Planned Works Manager, Housing Operations Manager
OUR ORGANISATIONAL VALUES	
<p>Collaboration</p> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<p>Wellbeing</p> 	We look after our own and other’s wellbeing. We know it’s okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<p>Trusted</p> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<p>Value for Money</p> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
<p>Professionalism</p> 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To lead the delivery of high-quality housing operations services including responsive repairs, cyclical maintenance, planned works, and voids management across the Council's 5,000 homes.
- Lead on the procurement and management of key contracts, including the main responsive repairs contractor, and will support the Head of Service in delivering strategic objectives.
- Ensures that the services are customer-focused, efficient, top quality, delivered right the first time, and compliant with all relevant legislation and standards
- Effectively manage performance and delivery of direct reports. Ensure teams and people are effectively managed, have a clear focus on quality, health and safety, customer focus, and are motivated to achieve challenging objectives.
- Liaise with key stakeholders, tenants, and their representatives in areas of developing service delivery.
- Inspire, motivate and develop a confident, highly skilled team who are focused on delivering high level of service across the repairs and maintenance service.
- Work effectively with the Strategic Asset Manager in the delivery of these principal roles, ensuring an effective procurement and commission of services to deliver operationally and actively contribute to ongoing service improvements.

MAIN DUTIES AND ACCOUNTABILITIES

Service Delivery:

- Lead the delivery of responsive repairs, cyclical maintenance, planned works, and voids management.
- Ensure all services are delivered in line with statutory requirements, best practice, and the Regulator of Social Housing's standards, including the Building Safety Act and Decent Homes Standard.
- Oversee the re-letting of void properties to minimise rent loss and ensure homes meet lettable standards.
- Develop and implement service policies and procedures to ensure effective and consistent service delivery.
- Support the development and implementation of Corporate and Housing Service strategies.
- Introduce, monitor, and maintain key performance indicators that reflects Tenants' needs, Value for Money, and compliance, with all Property Maintenance work areas or any key indicators that are required by the Regulator and related to industry best practice standards.
- Responsible for maximising and developing the continued use of ICT to improve efficiency with the Property Maintenance functions to achieve top quartile performance and prepare the services to be Fit for the Future.
- Manage and review feedback about the services area including handling formal complaints embedding a culture of learning and continuous improvement within the service area.

Leadership and Management:

- Lead and manage the Repairs and Planned Works Team, fostering a culture of performance, accountability, and continuous improvement.
- Promote collaborative working across teams and with external partners.

- Provide guidance, support, and professional development opportunities for team members.
- Develop the teams understanding, to an appropriate level, of contract law, contract clauses, schedule of rates, landlord and tenancy law and project management.
- Set clear team objectives, creating a strong performance culture which promotes customer satisfaction, meeting targets, and continuous improvement.

Financial Responsibility & Governance:

- Ensure value for money is delivered in the provision and procurement of services.
- Plan, monitor, and control expenditure in line with approved budgets and external contracts.
- Ensure all work and services authorised and undertaken, are in accordance with the Council's standing orders, financial regulations, legal requirements, procurement strategy, and statutory obligations to ensure that adequate monitoring and auditing processes are in place.
- Comply with all the Council's policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing orders.

Performance and Insight:

- Ensure accurate records are maintained, and performance is reported to senior management, elected members, and regulatory bodies.
- Liaise closely with the strategic asset management team to ensure information on homes is kept up to date, providing data in a timely manner and compatible format.
- Use data and insight to drive service improvements and inform decision-making.
- Monitor and report on key performance indicators for repairs, voids, and planned works.

Service Improvement:

- Use performance reporting, customer insight reports, complaints, audits and other statistics to shape and drive best performance in your team and improve service delivery.
- Create better ways of working that drive efficiency, promote excellence and ensure value for money
- Lead on developing a culture with your team and contractors of cultivating innovative solutions and services that enhance our business, deliver on value for money and reflect our values
- Use key performance indicators to drive up service delivery standards

Resource Management:

- Manage budgets for responsive repairs, voids, and planned works, ensuring value for money.
- Allocate resources effectively to meet service delivery targets.
- Identify and address any resource gaps or inefficiencies.

Contract Management:

- Lead the procurement and management of key contracts, including the main responsive repairs contractor.
- Ensure contractors deliver high-quality services and meet performance and compliance standards.
- Negotiate contract terms and conditions to achieve the best value and ensure compliance with procurement regulations.

Energy Efficiency and Decarbonisation:

- Liaise closely with the Strategic Asset Management Team to strategise and deliver energy efficiency programmes to enhance energy efficiency and reduce carbon emissions across all housing properties. This includes setting targets for energy consumption reduction and identifying opportunities for renewable energy integration.
- Lead initiatives to promote sustainability, such as retrofitting buildings with energy-efficient technologies, improving insulation, and optimizing heating and cooling systems.
- Manage officers delivering grant-funded programmes to improve the quality of our homes through energy efficiency improvements and provide overall oversight.

Business Continuity:

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety:

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
- Identify and manage risks associated with repair and maintenance activities.

Change Management:

- Lead and manage change as required.
- Communicate changes effectively to stakeholders and team members.
- Ensure smooth implementation of new processes and systems.

DIMENSIONS OF THE ROLE

- Responsible for the delivery of responsive repairs, voids, cyclical and planned works across 5,000 homes.
- Budget responsibility: £7m+
- Number of contracts managed: 10+
- Direct reports: 4

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- **Service Delivery:** Ensuring timely and effective repairs and maintenance.
- **Contract Oversight:** Managing contractor performance and resolving service failures.
- **Customer Satisfaction:** Addressing tenant concerns and improving service outcomes.
- **Resource Allocation:** Making decisions on budget and staffing to meet service needs.
- **Emergency Response:** Responding to urgent repairs and incidents.

PLANNING/ORGANISING/CONTROLLING

- **Strategic Planning:** Develop long-term plans and strategies for asset maintenance and service improvement.
- **Operational Planning:** Schedule and coordinate repairs and voids works.
- **Performance Monitoring:** Track KPIs and ensure continuous improvement.
- **Quality Assurance:** Conduct inspections and audits to ensure service standards are met.

CUSTOMERS AND CONTACTS

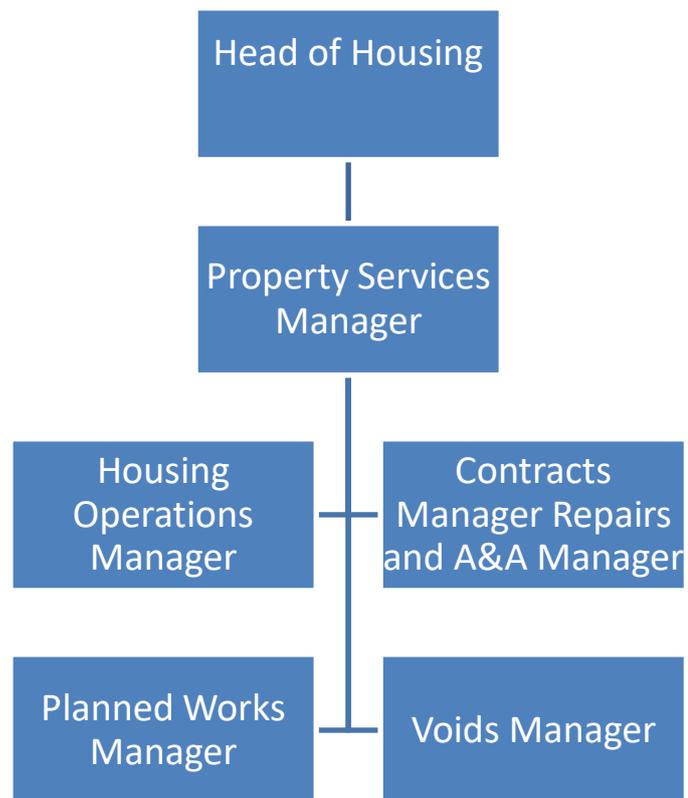
INTERNAL

- Housing Services staff
- Executive Members and Ward Councilors
- Management Board

EXTERNAL

- The Regulator of Social Housing
- Contractors and suppliers
- Tenants and residents
- Partner agencies

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Experience managing housing repairs, voids, or planned works	A/I	Certifications such as CIH (Chartered Institute of Housing) or RICS (Royal Institution of Chartered Surveyors)	A
	Proven experience in a leadership or managerial role	A/I	Experience in energy efficiency or sustainability projects	A
	Experience in budget management and contract procurement	A/I	Experience working with elected members.	A
	Proven experience in a leadership or managerial role, overseeing teams and projects related to compliance	A/I	Industry recognized qualification in one or more of the relevant Compliance fields	A
	Extensive senior level experience in property management or housing management	A/I	Member of recognized professional body – or working towards membership	A
	Membership or eligibility of membership of an appropriate professional institute e.g. CIOB, RICS	A/I	Experience in delivering grant funded works programmes	A
	Evidence of CPD and prepared to undertake relevant training to meet operational need and further knowledge base	A/I		
KNOWLEDGE /TECHNICAL SKILLS	Clear and strong understanding of the health and safety legislation relating to social housing	A/I	Experience of asset management systems	A/I

	Understanding of the Social Housing Regulatory regime	A/I	Experience in Change Management	A/I
	Knowledge of legislation and good practice relating to procurement and contract management	A/I		
	Skills in identifying, assessing, and mitigating risks related to housing safety and quality.	A/I		
	Ability to manage multiple projects, prioritize tasks, and meet deadlines effectively	A/I		
	Knowledge of relevant software and tools used in housing management and maintenance	A/I		
	Awareness and active practice of Safeguarding	A/I		
COMMUNICATION	Excellent communication and presentation skills	I	Experience of working alongside Council Members	I
	Excellent negotiation skills and ability to negotiate with others to reach mutually beneficial outcomes, and can evidence successful outcomes	I		
	Experience of producing reports in a variety of formats to be presented at operational, corporate or strategic levels.	I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	Experience of managing complaints	I
	Accurate spoken English is essential for the post	I	Ability to identify and develop strategies and processes needed to achieve and sustain long term customer satisfaction.	I

TEAM WORKING	Strong interpersonal skills and the ability to build effective working relationships.	I	Experienced at utilizing resources to ensure that service is delivered in efficient and effective ways to meet goals and targets	I
	Demonstrate effective team working through the successful delivery of projects and goals	I		
MANAGING SELF AND OTHERS	Ability to work under pressure and meet deadlines.	I	Ability to champion change and motivate staff and colleagues to actively contribute to improvements	I
	Attention to detail to ensure compliance data provided to others is accurate	I		
CAN DO APPROACH / ACHIEVING RESULTS	Evidence of flexibility adaptability and responsiveness to changing needs and circumstances	I		
	Takes personal responsibility and ownership for decisions, actions and consequences and learns from experience	I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Full and valid UK driving licence	A/I		
	Ability to “out of hours” as required in the role and in accordance with the Business Travel Policy	A/I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Property Services Manager	Post no:	
Service:	Housing	JE score:	
Team:	Property Services Team	Pay band:	
Location:	The Bury Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	4	
	Customer Service:	4	
	Team Working:	4	
	Managing Self and Others:	4	
	Can do approach/Results:	4	
REVIEWED BY:		DATE:	
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	