



Registered as a Scottish Charity - No. SC030751

Job Description

Job Title:	Neighbourhood Property Officer
Department/Section:	Property Services
Location:	Selkirk
Salary:	Grade E, £32,025 - £35,583pa
Reports To:	Head of Programme & Delivery, Property Services

Overall Purpose

To assist in the effective management and delivery of services and works to provide timely and quality Planned, Cyclical, and Reactive Maintenance Works within tenanted homes, empty homes, and estates. Ensuring that SBHA stock and estates are maintained in good condition, works delivered aligned with policies, procedures and plans ensuring compliance with all statutory and other relevant legislative requirements. Work with Neighbourhood Housing Officers as part of a Community Team for designated SBHA Neighbourhood(s).

Principal Accountabilities

- Specify, inspect, and instruct planned, cyclical, and other maintenance works as required, balancing customer expectations with budget constraints, ensuring work quality standards are met, procurement requirements are followed, and accurate records maintained, to ensure that all operatives, agents, consultants, contractors, etc working on the Association's technical programmes perform to the standards set by the Association its Tenants, and the Scottish Housing Regulator; and to provide regular reports to management on these matters
- Contribute to ensure compliance with all statutory and other relevant legislative requirements while always ensuring services and works are undertaken in accordance with Health and Safety legislation.
- Contribute to ensure compliance with CDM for all works and that risk assessments and method statements are in place that provides robust safe systems of work. All planned and responsive work programme are undertaken in accordance with SBHA procedure for the management of Asbestos, Legionella, Electrical testing, Fire Safety and Gas safety and any and risks are reported to your line manager.
- Inspect properties and communal areas within Neighbourhood(s) with key responsibility for Voids and Responsive Repairs specifying works using the SBHA Schedule of Rates and Planned and Cyclical works are delivered on time, to specified standards and methodologies.
- Contribute to the ongoing updates for the Asset Management Strategy implementation to ensure that Investment is made in the most effective way within Neighbourhoods and across SBHA's properties.
- Ensure that the Association's handover procedures are carried out correctly and that all relevant completion certificates, health and safety files and other site-specific records are received. Taking effective action to mitigate and rectify identified health and safety risks, escalating concerns and highlighted risks to line manager appropriately.
- Work closely with colleagues to achieve an awareness of SBHA regeneration, and new build programmes. Carry out duties relating to the supervision and inspection of regeneration and new build projects of the Association as may be directed from time to time and prepare for the handover of new properties for future maintenance.

- Champion work quality, ensuring the effective monitoring and assessment of contractors, suppliers and consultants' performance, utilising Procurement Portals where required.
- Support the team in ensuring the Association's housing stock achieves the Scottish Housing Quality Standard, EESSH and other condition related standards.
- To implement new technical specifications and standards, complying with best practice and relevant SBHA policies, monitoring ongoing effectiveness.
- To take appropriate and timely action on receipt of issues or concerns including escalation to management as necessary.

Information Systems

- Contribute to the maintenance and operation a detailed housing stock condition database which will drive the Association's investment priorities and programmes.
- Provide financial and performance information and update records to support the requirements of other departments within the Association.
- Record, maintain and provide accurate data which is compliant with Data Protection legislation.
- Maximise the use of Microsoft Office and ICT to provide routine reports information to assist with more complex report writing for senior management.
- Maintain relevant records of work activities as appropriate within SBHA suite of systems.

Performance

- To undertake appropriate financial and quality control, to ensure that all tradespeople, agents, consultants, contractors, etc working on the Association's technical programmes perform to the standards set by the Association its Tenants, and the Scottish Housing Regulator; and to provide regular reports to management on these matters
- Facilitate and promote the achievement of good performance within defined frameworks and in line with KPI targets.
- Contribute to setting performance targets within function/section and the delivery of these and collect information that allows performance to be monitored for all areas of your operation, providing returns to line manager as requested to demonstrate that operational and corporate targets are met.
- Identify opportunities for service improvements and make recommendations to the line manager. When required, participate in new initiatives that will lead to an improvement in performance and ensure changes are introduced and implemented effectively and efficiently in the area

Customer Service

- Provide professional advice and support to all SBHAs Tenants and customers and deal with queries, both written, telephone and face to face
- Value Tenant feedback and respond to any service-related complaints/queries from customers (written, telephone and face to face) in a manner which is professional and seeks to ensure that the customer experience is positive. Ensure such complaints/queries are resolved within set timescales.
- Maintain awareness of Tenant Participation as a commitment by SBHA to its tenants

Connecting with our Communities

- Carry out regular estate inspections including the monitoring of neighbourhood service contracts such as stair cleaning and ground maintenance with customers, acting to drive up standards on estates. Record findings and timely action of recommendations.
- Work in partnership with colleagues within the local Community Team and encourage Tenant involvement and feedback as an integral part of the service. This may include the need to attend evening meetings.
- Develop and maintain strong links with the communities SBHA serves and develop an understanding of the differing community needs and respond accordingly.
- Work with customers to develop local priority plans including minor works, environmental improvements, and community ownership initiatives.

General

- Promote and represent the Association locally.
- Model and promote behaviours consistent with SBHA's values and standards and observe and continually promote equal opportunities and diversity in compliance with Association policy.
- Commit to continuous personal and professional development and keep abreast of emerging or new legislation, standards, and best practice.
- To maintain awareness of Tenant participation and engagement as a commitment by SBHA to its Tenants and encourage customer involvement and active engagement to help shape the service.
- To be aware of and comply with personal responsibility for Health and Safety in the workplace and lone-working, and the Association's general responsibility for the Health and Safety of its customers and Tenants.
- Carry out any other reasonable duties appropriate to this post, as requested by the Head of Programme and Delivery.
- Participate in the Out of Hours Standby Rota as required.

Contacts

Internal: Chief Executive, Executive Team and SBHA Team.

External: Tenants and other customers, Housing Associations, Local Authorities and public bodies, Contractors & Suppliers and private and Third Sector Partners.

Working Environment

You will be required on occasions to work out with and in excess of normal working hours. You will be required to work in locations out with Head Office and to travel mostly within and on occasion out with the Scottish Borders area to perform your duties.

PERSON SPECIFICATION

Job Title: Neighbourhood Property Officer
Department: Property Services
Date: June 2022

Requirement	Value		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
1. Qualifications, Experience & Knowledge						
HND/C or equivalent in Building (or equivalent discipline) or able to demonstrate equivalent through experience	X		X	X		
CIOB Associate Membership or equivalent		X	X	X		
Evidence of Continuing Professional Development	X		X	X		
Five years' experience in a Construction or Property Environment	X		X	X		
Experience of carrying out property and estate inspections and specifying works using SORs.	X		X	X		
Experience of contract supervision, monitoring, and quality control.	X		X	X		
Planning and control of expenditure in line with Budgets.	X		X	X		
Experience of procurement of works and services contracts and contract management	X		X	X		
Awareness of relevant legislation applicable to residential dwellings in Scotland (Gas Safety, Asbestos, Electrical Safety, Legionella, Fire Safety)	X		X	X		
Knowledge and understanding of building technology and construction and maintenance	X		X	X		
Knowledge and experience of CDM and its application to programming and delivery of works with knowledge of the health and safety risks involved in the works with experience in managing and mitigating the risk.	X		X	X		
Knowledge of SHQS and EESSH and other relevant standards	X		X	X		
Knowledge and understanding of Housing Management software such as Northgate and Asset Management software such as SAM		X	X	X		
2. Skills and Abilities						

Computer literate (Word, Excel, Outlook) with a commitment to maximising the use of technology	X		X	X		
Ability to understand and analyse plans, specifications, technical schedules, and contracts.	X		X	X		
Excellent verbal and written communication skills with the ability to compile reports, correspondence etc.	X		X	X		
Ability to understand and compile financial information.	X		X	X		
Able to contribute the successful performance of the Team, managing and prioritise workload, and achieve targets.	X		X	X		
Ability to liaise with and manage various internal and external Contractors and Consultants.	X		X	X		
3. Other Requirements						
Committed, flexible and adaptable approach to work requirements	X		X	X		
Participate in the Out of Hours Standby Rota as required	X		X	X		
Possession of a full UK driving license and access to own transport	X		X	X		