

JOB DESCRIPTION

Effective Date: July 2008

Post No:

1.DESCRPTION	Postholder:
1.1 Post Title: Property Services Director	Directorate: People 1 st Slough
Operating Unit: Property Services	Location: Airways House

1.2 MAIN PURPOSE OF Job

- To develop and implement the People 1st housing's asset management strategy for the development, maintenance and improvement of housing related stock.
- To take the lead as the Contract Administrator for the council's building maintenance and building cleaning contract ensuring that the contract is delivered to a high standard, that its associated risks are managed and effective communication is maintained between the Council, it's contracted partners, People 1st and other stakeholders.
- To be accountable for the delivery of the People 1st 5 year capital investment program.
- To lead and manage contract management, asset management and administration staff within the Property Services unit.
- To work with the Chief Executive, Senior Management Team, Service Managers and Board Members to ensure the delivery of corporate and departmental objectives.
- To support the Chief Executive as a contributor to Slough Borough Council's Local Strategic Partnership priorities, with particular reference to Council housing, asset management and regeneration.

1.3 POSITION IN ORGANISATION

Name and position of immediate supervisor		Staff	Manual
Name:	Andrew Billany	Direct reports	3
Position:	Chief Executive	Indirect reports	16
		Total managed	19

1.4 MAIN DUTIES

1 DEVELOPMENT AND IMPLEMENTATION OF A PEOPLE 1ST ASSET MANAGEMENT STRATEGY.

- 1.1** Lead on the development and implementation of the People 1st Housing asset management strategy to maximise the impact of the investment planned, to improve the quality and overall value of the stock. Through the Liaison with neighbourhood housing management teams, customer services, finance and building maintenance.
- 1.2** Maintain an effective and efficient property and asset management database in accordance with People 1st, Council, external audit and government objectives.

2	DEVELOP AND MANAGE THE PEOPLE 1ST HOUSING'S STOCK INVESTMENT STRATEGY INCLUDING STRATEGIES FOR CYCLICAL, PLANNED AND PREVENTATIVE MAINTENANCE, MAJOR REPAIRS AND IMPROVEMENT WORKS.
2.1	Develop an effective/efficient stock investment and procurement strategy in consultation with tenants and residents. Lead on its implementation and management through Liaison with neighbourhood housing management teams, customer services, strategic housing client, finance, the building maintenance contractor.
2.2	Develop programmes of work to improve the condition of the Council's Housing Stock to meet the Decent Homes Standards, including the selection process for appropriate "provider (s)" to deliver the programme as required.
2.3	Manage the resources available within the People 1 st business plan to delivery a 5 year capital investment programme (circa £80m) which meets residents, People1st, Council and government objectives.
2.4	Prepare long-term budget forecasts for stock reinvestment works.
2.5	Prepare annual budgets for stock reinvestment work and instigate monitoring and reporting systems to control expenditure and demonstrate affordability of the program against the business plan assumptions.
2.6	Lead on the development with support from finance, to prepare stock option appraisals to inform management decisions, People 1st Board and Council.
2.7	Maximise access to external sources of funding for stock reinvestment works.
2.8	Liaise with the building maintenance contractor to develop standards for maintenance, repair and improvement of Council's stock.
2.9	Develop procedures within the property services team and with building maintenance and construction partnering contractors to ensure regular feedback on issues relating to quality design and construction for incorporation in to development and technical briefs. To provide feedback on contractors'/consultants' performance and financial exposure. To respond to feedback from the neighbourhood housing teams on relevant day to day issues.
2.10	Procure and manage contracts and consultancy services for the delivery of stock reinvestment works, planned and preventative maintenance in accordance with People 1 st procurement strategy and financial regulations.
2.11	Lead on the development of consultation strategies for tenant/leaseholder participation in asset management, procurement, stock investment programmes, repairs and maintenance in liaison with the community participation manager and attend tenant/leaseholder committees and forums to report on progress and consult on future plans.
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	<p>TO ENSURE THAT THE CONTRACTED SERVICE FOR BUILDING MAINTENANCE AND BUILDING CLEANING FOR HOUSING/CORPORATE BUILDINGS IS DELIVERED TO A HIGH STANDARD, THAT ASSOCIATED RISKS ARE MANAGED AND EFFECTIVE COMMUNICATION IS MAINTAINED BETWEEN THE COUNCIL, ITS CONTRACTED PARTNERS AND OTHERS. TO ESTABLISH, PROMOTE AND LEAD ON PARTNERING PRINCIPLES FOR THE CONTRACT.</p>
3.1	Lead on the development and implementation of a repairs and maintenance improvement plan for the contract and to be involved in the development of specifications, contract change notices, evaluations of offers and post tender negotiations.
3.2	To establish, set and monitor performance standards and targets for the contractors to meet continuous service improvement and contract requirements, after appropriate consultation with customers and stakeholders.
3.3	To manage the repairs and maintenance budget (circa £6m per annum) for the contracted service including developing systems for authorising central payments and financial control. To develop and implement a vfm action plan that anticipates change negotiates contract variations that support value for money and the sustainability of the Housing Revenue Account.
3.4	To establish accountable and effective management reporting systems and monitor contractor commitments to key policy priorities and government requirements; reporting on these regularly. To anticipate change and negotiate contract variations.
3.5	To ensure that such systems and planning procedures are in place across the contract to identify trends, produce timely information in order to anticipate contract change and negotiate contract variations.
3.6	To maintain appropriate working liaison with the contractor to embrace a forward planning approach to workload/resource scheduling when agreeing the annual planned building maintenance programme.
3.7	To manage conflict and resolve disputes.
3.8	In compliance with agreed policy and industry best practice develop evaluation and benchmarking processes within the contract to ensure a best value approach to future service delivery through comparison and setting of future performance targets. To seek continuous improvement via the contract.
3.9	To ensure that routine contract management functions, including processing requests for variation, bank guarantees and security deposits and processing claims for payment are effective.
3.10	To monitor the programmes of works contracts on housing and other related buildings to ensure health & safety compliance and compliance with the council's equal opportunity policy.

3.11	To build and maintain appropriate working relationships with other related council functions and the building maintenance contractor to ensure forward planning of workloads in relation to commitment of resources supports achieving joint aims.
4	MANAGEMENT DUTIES
4.1	To manage the assets and contracts and investment teams to provide high quality professional services in contract management, asset management, voids management and contracts administration ensuring that employees are recruited, trained, developed, appraised and motivated to optimise their skills, contributions and outputs. To follow People 1st human resources and health & safety policies and strive for IIP status.
4.2	To plan, manage and monitor department budgets taking corrective action as necessary and to comply with People 1 st financial regulations and other relevant procedures.
4.3	To contribute to the annual business plan, produce an annual service plan, undertake necessary performance management and monitoring and contribute to service development.
4.4	To ensure that all services provided are sensitive to ethnic, cultural and religious needs and to those of other disadvantaged groups so that the council's responsibilities on equal opportunities are followed.
4.5	To ensure that best value and continuous improvement is maintained against defined performance indicators and standards and to make the necessary contribution to the achievement of quality awards e.g. IIP, Chartermark etc.,
4.6	To support the delivery of housing services based on the model of separate service delivery and undertake any necessary project work to plan and implement change.
4.7	To prepare and present reports as required to People 1 st board and Council, represent People 1st at external meetings, undertake projects, provide temporary/emergency relief cover and undertake other duties commensurate with the level of the post.
4.8	To be a member of the People 1 st (Slough) Senior Management Team, contributing to the development and implementation of policies and strategies that will optimise service delivery by People 1 st to its customers.
4.9	To support organisational change, ensuring appropriate systems of performance management and development, communications, quality measures, monitoring and review are in place.
4.10	To promote a positive image of People 1st (Slough) and represent the organisation

	at local and national level, attending and presenting at conferences, seminars and working parties, as may be required, and liaising with appropriate national agencies.
4.11	To comply with People 1 st and Council Standing Orders and Code of Conduct and to advise the Chief Executive, Senior Managers and Board Members as necessary.
4.12	To promote and adopt a rigorous approach to Service improvement and Best Value, including carrying out the necessary work as specified in People 1 st 's performance and service plans.
4.13	To ensure full compliance with the Health & Safety at Work Act etc. 1974, People 1 st 's Health & Safety Policy and all locally agreed safe methods of work and to be the co-ordinator for the Property Services department, leading People 1 st 's strategies and compliance with regard to asset management, stock investment, repairs and property based contracts.
4.14	To promote People 1st's equality and diversity policies and to avoid all forms of discrimination as an employer and service provider.
4.15	To promote corporate working, undertake corporate projects as required, and undertake any other duties that are consistent with People 1st's expectations of a departmental director and senior manager.
4.16	To assist the Chief Executive in the monitoring and delivery of service level agreements with the Council, leading on SLAs which directly relate to the Property Services department
4.17	To ensure effective risk management throughout People 1 st (Slough), taking the appropriate responsibility resting collectively with the Senior Management team and leading the identification and management of risks within the Property Service functions

<p align="center">PERSON SPECIFICATION Asset and Contracts Manager</p>

<i>Competency</i>		<i>Description</i>	<i>Essential/ Desirable</i>
Skills	1.1	Communicates technical subjects in a clear manner at all levels of the organisation, Slough Borough Council and members of the public.	<i>Essential</i>
	1.2	Leadership and motivating technical/professional staff – a team player and effective director of a substantial department	<i>Essential</i>
	1.3	Working in partnership with skills in resolving problems with minimum conflict	<i>Essential</i>
	1.4	Negotiations and influencing skills	<i>Essential</i>
	1.5	Property asset strategy formulation	<i>Essential</i>
	1.6	Contract client management	<i>Essential</i>
	1.7	Strategic management and leadership skills, capable of playing a confident and effective part of the Senior Management Team	
Abilities	2.1	A positive approach to strategy development combined with good analytical and problem solving abilities	<i>Essential</i>
	2.2	Application of risk management techniques as part of decision making process	<i>Desirable</i>
	2.3	Shows commitment to customer care, tenant consultation and equal opportunities	<i>Desirable</i>
	2.4	Set and manage substantial budgets	<i>Essential</i>
	2.5	“Hands-on” IT abilities as well as exploiting full usage of systems in asset and contract management	<i>Essential</i>
Knowledge	3.1	Good understanding of standards for residential accommodation and legislation relating to technical/quality standards, environmental standards and health & safety	<i>Essential</i>
	3.2	High level of knowledge of methods of contract procurement, client management including partnering, managing standard forms of contract and of contract monitoring procedures	<i>Essential</i>
	3.3	Good understanding of best value principles in asset and contract management and methodology for continuous improvement.	<i>Essential</i>
	3.4	Good understanding of best practice in management and leadership	
Experience	4.1	5+ years experience in technical/building services including 3+ years staff management	<i>Essential</i>

	4.2	Significant experience of procuring and managing building/maintenance contracts and in briefing technical consultants	<i>Essential</i>
	4.3	Planning, programming and controlling the delivery of stock re-investment programmes for residential properties	<i>Essential</i>
Qualifications	5.1	Relevant degree level qualification	<i>Desirable</i>
	5.2	A professional qualification in a relevant field	<i>Essential</i>
	5.3	Evidence of continuing professional /management development	<i>Essential</i>