

# RECRUITMENT INFORMATION PACK

## Head of Property Services and Asset Management

**Hours:** 35 per week

**Salary:** £57,466 to £59,704 p.a.

**Annual Holidays:** 6 weeks plus statutory Bank Holidays

**Location:** Bradford with travel to our sites



# Being part of an award winning organisation - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

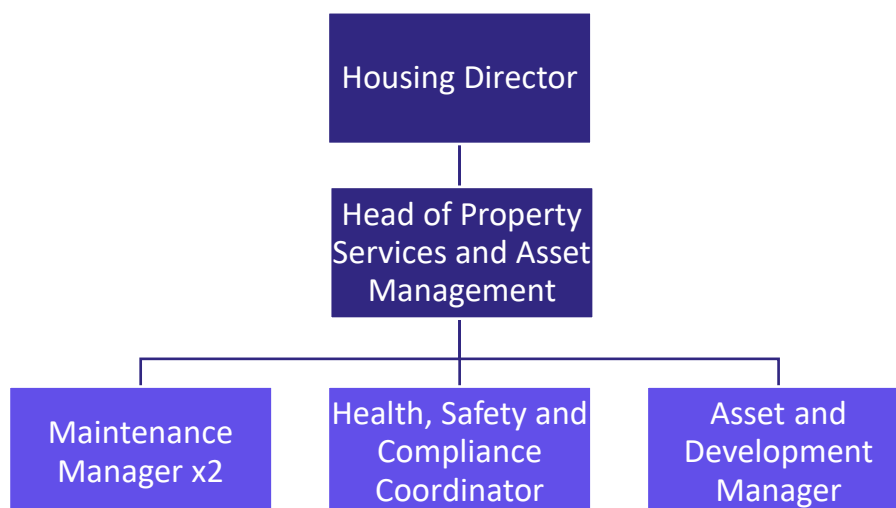
We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with young people, older people, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes including hostels, and supported housing in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people.

Horton Housing is committed to equality and diversity and providing services which are inclusive and accessible for everyone.

## OUR PEOPLE

We are committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make. We welcome applications from a wide range of candidates and are committed to ensuring that no job applicant or colleague receives less favourable treatment on any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered.



## About the department

The property services department is responsible for ensuring that our 600 properties are maintained to a high standard and fully comply with regulatory standards and requirements. This involves delivering an efficient and effective responsive repairs and void service and ensuring the implementation of planned and cyclical maintenance programmes. The department is also responsible for maintaining 100% compliance with gas, electrical and fire safety legislation and other regulatory requirements. In addition, specific focus and attention is designated to the Health & Safety aspects of service delivery in particularly the legal and regulatory requirements involved in accommodation safety management.

## Message from the Recruiting Manager

Hello,

Thank you so much for your interest in this role.

This is an exciting time to join our Property Services leadership team as we embark upon a period of transformation to create a best-in-class property and asset management service. This role will lead on the strategic and operational development of both property services and asset management to deliver an exceptional service to the people we support. You will also play a vital role in leading and managing your teams, supporting and empowering them to thrive in their roles and careers.

You will be based at our Fieldhead office in Bradford but will travel to all our sites across the Yorkshire region to ensure the health and safety of both colleagues and the people we support. You will be joining a fantastic team of people, who are passionate about compliance and ensuring our properties are maintained to a high standard.

We are dedicated to offering colleagues excellent training opportunities as well as funding continual professional development to support you in position and your career. We work a 35 hour week Monday to Friday and have a great benefits packaged including generous annual leave, an employee assistance programme, interest free loan and flexible working. We want you to have a great work/life balance and our smarter working approach provides our colleagues with the flexibility needed to achieve this.

If you are hard-working and passionate about ensuring those we support have somewhere safe, secure and well-maintained to call home, then we would love to hear from you.

If you would like an informal conversation about the role, please contact me, Liz O'Connor - Housing Director, on 07736296594 or via email [liz.oconnor@hortonhousing.co.uk](mailto:liz.oconnor@hortonhousing.co.uk)

I look forward to receiving your application.



## Job Description

### REPORTS TO: Housing Director – Elizabeth O'Connor

This role involves leading and managing strategic progression and operational development of the property services and asset management functions. With responsibility for guiding long term strategic vision and ensuring the effective development and direction of these functions. A key aspect of this role is to inspire, lead and drive the team towards delivering an efficient service, fostering an environment of growth and excellent within both areas.

- The in-house maintenance teams provide reactive and cyclical maintenance to the organisation as required and may also be called upon to assist with property development activities by the Asset and Development Department.
- The property administration team provides administrative assistance to both the Property Services Department and the Asset and Development Department.
- The Health, Safety & Compliance team focuses on property related health & safety, compliance and risk management.
- The Asset and Development team focus on ensuring that high quality housing meet the needs of our tenants. Managing contracts and co-ordinating asset management priorities.

### RESPONSIBILITIES

#### Strategic Planning

- Provide expert knowledge, experience and an innovative approach to develop and implement the property services strategy and Asset management plan, ensuring it is continually reviewed and updated to support the organisations strategy.
- Identify solutions and opportunities to improve the departmental performance. Evaluate requirements, prepare and present proposals, design and deliver solutions to meet the business objectives.
- Plan and agree works ensuring value for money and appropriate balance between the use of internal maintenance team and external approved contractors.

#### Leadership & Management

- Manage the day to day operations of the property services department.
- Lead and manage the team, working with them to plan and prioritise their workload, set objectives, review performance and provide support, training and development opportunities to continually improve their performance and results.
- Undertake skills gap analysis and encourage individuals to participate in training and development opportunities to ensure the department has the relevant skills and experience to deliver a high quality service.
- Provide expert knowledge, advice and guidance to support and develop the te



- Ensure that deadlines, budgets and service levels are met
- Contribute to the development, implementation and review of HHA's business plans, policies and procedures.
- Develop and maintain positive relationships with key partners and stakeholders.
- Provide clear succinct and cogent reports to required timescales .
- Ensure effective financial management, operating within budget and in accordance with the requirements of the organisation's Financial Regulations.
- Ensure the security and safety of the organisations equipment, property and facilities.
- Ensure compliance with statutory and regulatory legislation and directives including, but not limited to, data protection, health & safety, gas safety, legionella, asbestos, fire and environmental health.
- Ensure a high standard of service is delivered to all stakeholders both internal and external.
- Actively participate in internal and external meetings as required.
- Keep up to date with current best practice and ensure implementation within the department.

### Supplier Management

- Ensure that procurement activity is undertaken in line with the organisation's procurement policies.
- Procuring contractors and suppliers to deliver responsive, value for money services and monitoring the quality of services and goods provided by contractors and suppliers.
- Management of contractor's database to ensure compliance with insurance and certification requirements to operate.

### Corporate Responsibilities

- Demonstrate a commitment to the organisation's vision, values, aims and core objectives and to be prepared to contribute towards and promote these aims within your area of responsibility and the wider organisation.
- Demonstrate commitment to ensuring and promoting equality and diversity, treating others with dignity and respect at all times.
- Comply with the Health & Safety policies in operation within the organisation and participate in required statutory and corporate training as required.
- Ensure compliance with relevant data protection legislation including the Computer Misuse Act, GDPR and Health & Safety Acts (as applicable to IT usage).
- Undertake the above duties in accordance with Horton Housing Association's policies, procedures and values.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.



# Person Specification

## ESSENTIAL FOR THE ROLE

- Experience in line management with a demonstrated ability to coach, lead, manage and motivate managers.
- Proven track-record and successful experience in overseeing property services and asset management within a housing association environment.
- Experience managing reactive, cyclical and planned repairs and maintenance ensuring compliance throughout.
- Effective management experience of the 'Big 6' compliance elements encompassing, gas, fire, electrical, water hygiene, asbestos and lift management.
- Experience of addressing damp and mould issues, maintaining rigorous inspection protocols and ensuring that all safety measures are in line with current legislation.
- Experience of commissioning services from third parties, including tendering processes and managing relationships with suppliers and contractors.
- Evidence of strong planning and organising skills.
- Strong commercial awareness including experience of budget management and control, cost controls and achieving value for money.
- Evidence of delivering performance improvement and managing change.
- Level 6 NEBOSH General Diploma or similar or business professional qualification and evidence of continuous professional development in a related role.

## In addition, you will also need:

- An Ability to maintain professional boundaries
- Commitment to Equality & Diversity
- A willingness to undertake any further training required
- Ability to work flexibly to meet the needs of the service
- A full UK driving licence and use of a car for work purposes
- Enhanced DBS before start

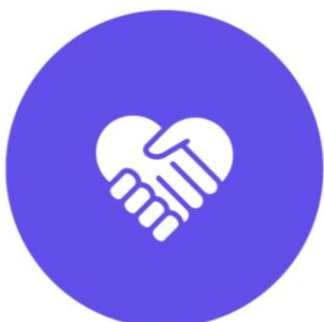


## Our Values



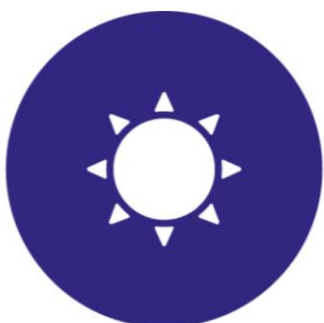
### Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



### Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



### Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

## Equal Opportunities

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to the following actions to increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



## Our Benefits

- Generous annual leave entitlement of 6 weeks with statutory Bank Holidays on top for all full time colleagues
- Employee Assistance Programme which includes 24/7 helpline and access to six sessions of counselling per year, per event
- Contributory Pension Scheme
- Interest Free Loan Scheme up to £1200
- Access to funding for Continuous Professional Development
- Travel Expenses
- Free or Subsidised Car Parking (dependent on location)

## Contact us

Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

Telephone: 01274 370689

[hr@hortonhousing.co.uk](mailto:hr@hortonhousing.co.uk)

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