

<b>Job title</b>	Property Services Manager
<b>Reports to</b>	Head of Asset Management and Compliance (HAMC)
<b>Responsible for</b>	Building Surveyors, DLO
<b>Location</b>	Head Office, 90 Beech Avenue, Nottingham, NG7 7LW
<b>Hours</b>	37 per week – Monday to Friday
<b>Salary</b>	£50,991 per annum

### **Purpose**

To lead and manage a multi-disciplinary team of trade operatives and building surveyors, ensuring the efficient delivery of reactive repairs and the operational delivery of planned programmes of work to high standards of quality, safety, and customer satisfaction. The role provides operational leadership, technical expertise, and performance oversight across all aspects of service delivery, including compliance with health and safety regulations, budget management, contractor coordination, and continuous service improvement. With a strategic focus on growing and optimising internal service capabilities, the postholder will drive initiatives that enhance value for money and deliver sustainable operational efficiencies. Working closely with internal teams, residents, and external partners, they will uphold regulatory compliance, foster a resident-first culture, and deliver measurable service improvements.

### **Disclaimer**

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

## **Duties and responsibilities**

### **Management & Leadership**

Provide leadership, motivation, and support to internal direct trade operatives, administrative personnel, and building surveyors. Ensure performance aligns with organisational objectives, offering constructive challenge where needed to drive improvement. Collaborate with the Head of Asset Management and Compliance to shape, develop, and enhance the asset management function.

### **Health & Safety Compliance**

Act as Principal Contractor under CDM 2015 regulations, including HSE notifications, project documentation, and risk management. Monitor and improve on-site practices, promote a strong health and safety culture, and ensure all teams operate in compliance with safety standards.

### **Technical Oversight**

Provide technical guidance and support across the Asset Management team. Assist with specification development, scoping of works, and technical problem-solving.

### **Post-Inspections and Quality Assurance**

Conduct post-inspections of completed work (reactive and planned), ensuring quality standards and customer satisfaction are achieved.

### **Complex Case Management**

Lead complex or escalated cases, including disrepair claims, HHSRS assessments, legal claims related to maintenance and compliance, and complex repair scenarios.

### **Service Improvement**

Monitor performance data and KPIs to identify areas for improvement. Implement initiatives to enhance service delivery, operational efficiency, and customer experience.

### **Planned Maintenance Programme & Void Delivery**

Oversee the delivery of planned works programmes and void property work, coordinating internal teams and external contractors across a range of projects (e.g., kitchens, bathrooms, roofing, windows & doors, energy improvement works). Ensure programmes meet timelines, budgets, and quality standards.

### **Contractor and Supply Chain Management**

Manage contractor performance and compliance including holding periodic contractor performance and progress review meetings, supporting procurement and tender evaluation processes as required.

### **Material Procurement & Van Stock Management**

Oversee materials ordering, supplier relationships, and stores management. Implement efficient van stock systems to optimise productivity and first-time fix rates.

### **Budgetary Control**

Support budget planning, forecasting, and monitoring of operational expenditure and planned programmes. Identify opportunities for cost savings and value-for-money improvements.

### **Compliance and Regulatory Oversight**

Ensure all works comply with housing, building, and safety regulations. Maintain up-to-date knowledge of legislation and best practice standards, including the Decent Homes Standard and Building Safety Act.

### **Customer Focus and Resident Engagement**

Act as a point of escalation for technical complaints and service issues, championing a resident-first approach to service delivery.

### **IT & Systems Competence**

Use of housing asset management systems, basic Microsoft Works tools, and mobile working platforms for data reporting, workflow management, and operational efficiency.

## Person Specification

Requirements	
<b>Education</b>	<p>Relevant technical construction qualification e.g. HNC/HND in a Building Discipline or Equivalent.</p> <p>Leadership or Management Qualification (or willingness to work towards)</p> <p>NEBOSH or IOSH Certification (or willingness to work towards)</p>
<b>Leadership &amp; People Management</b>	<p>Proven experience in a senior supervisory or management role within property, or facilities management, delivering high-quality operational performance.</p> <p>Experienced in leading, developing, and managing multi-disciplinary teams, driving operational improvement and managing change in a technical services environment.</p> <p>Strong commitment to people leadership and development, with the ability to inspire, motivate, and support teams to achieve their best.</p> <p>Skilled in providing technical advice, guidance, and constructive challenge across teams to ensure high standards and compliance.</p> <p>Recognises the importance of giving and receiving constructive feedback and is confident in having difficult conversations when required.</p>
<b>Technical &amp; Operational Expertise</b>	<p>Demonstrated ability to design, implement, and manage customer-focused technical and maintenance services.</p> <p>Experienced in managing complex issues, preparing professional reports, and providing evidence-based recommendations to support decision-making.</p> <p>Knowledge and practical application of CDM regulations and other relevant housing or building compliance standards.</p> <p>Experienced in contract management, procurement processes, and managing relationships with external contractors and suppliers.</p>

	<p>Strong commercial awareness and financial management expertise, including budget planning, monitoring, and identifying opportunities for cost efficiency.</p> <p>Proficient in using IT systems to produce reports, manage data, and utilise housing or asset management platforms effectively.</p>
<b>Strategic &amp; Organisation Skills</b>	<p>Excellent planning and organisational skills, with the ability to translate strategic vision into operational delivery.</p> <p>Highly developed analytical, problem-solving, and decision-making skills, with a focus on service improvement.</p>
<b>Values, Attitude &amp; Personal Effectiveness</b>	<p>Demonstrates an understanding of the needs of people from diverse social, cultural, and racial backgrounds, leading by example in promoting equality, diversity, and inclusion (EDI).</p> <p>Maintains a positive, resilient approach, even in challenging circumstances.</p> <p>Committed to living and modelling Tuntum Housing's values and organisational purpose in all aspects of work.</p> <p>Self-aware and proactive in seeking opportunities for personal and professional development.</p>
<b>Other Requirements</b>	<p>Driving license with access to a car for business use.</p> <p>Ability to work out-of-hours when required.</p>

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<b>Approved by:</b>	Luke Mellors, HAMC
<b>Date approved:</b>	05/09/25