

# ROLE **PROFILE**

**JOB TITLE:** Property Management Officer

**REPORTING TO:** Property Services Manager

**TEAM:** ForHousing Neighbourhoods

## JOB OVERVIEW

Providing housing, income and tenancy management services to tenants, customers, stakeholders and leaseholders across the diverse portfolio of managed and owned stock, in line with the obligations stated in the specified lease, contract or agreement.

## ABOUT THE ROLE



**FUTURE  
FOCUSED**



**WORK  
TOGETHER**



**ACT  
WITH CARE**



**MAKE A  
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- Provide excellent housing, income and tenancy management services, including the allocation and letting of properties, income collection, tackling ASB and breaches of tenancy, to tenants, customers, stakeholders and leaseholders.
- Provide forward thinking innovative and value for money services to tenants, customers, stakeholders and leaseholders across a range of tenures including, but not limited to: Lease and Repair, ForLiving, private rental properties, Ethical Lettings Agency and shared ownership properties.
- Work within the organisation's stated policies and procedures, current legislation and accepted good practice

- Where required to take appropriate legal steps under the tenancy, contract or lease to address breaches of the agreement and seek redress through the courts.
- Engage and consult, both formally and informally, with tenants, customers, stakeholders and leaseholders
- Work in collaboration with other teams and services including, but not limited to, Community Safety, Income Management, Neighbourhoods and Finance in order to ensure the delivery of efficient and effective processes, and service provision
- Develop and maintain positive relationships with internal and external partners and stakeholders including contractors, landlords, Local Authorities and other agencies
- Support the development and expansion of a diverse property portfolio, which meets the needs of the communities in which we operate.
- To contribute to the continuous improvement and development of the service.
- Ensure that the organisation fully discharges its obligations as required by any management agreements, leases or other related contracts, and that all tenants and leaseholders comply with the terms of their agreements. To deal with all breaches quickly, effectively and in line with legislation and internal policies
- To ensure all statutory requirements relating to property management for which the post holder is responsible are met. Including in relation to the collection and return of bonds or deposits

## WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

## PERSON SPECIFICATION

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>GCSE or equivalent standard in Maths and English</li> <li>Vocational training in leasehold and/or property management services</li> </ul>	QC AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>Experience of working in leasehold and/or property management services</li> <li>Experience of working in a customer focused environment</li> <li>Knowledge of relevant legislation and good practice</li> <li>Working collaboratively with internal and external partners</li> <li>Evidence of a desire for continuous development</li> <li>An understanding of equity and diversity</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>Ability to prioritise and organise</li> <li>Ability to apply initiative and problem-solving skills</li> <li>Good communication skills</li> <li>Good numeracy skills</li> <li>Good IT skills</li> <li>Experience of presenting information to a range of audiences</li> <li>Excellent interpersonal skills</li> <li>Able to work both as part of a team and independently</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> <li>Self-motivated and driven, with a positive 'can do' attitude</li> <li>Strong customer focus</li> </ul>	AF/I AF/I
Other	<ul style="list-style-type: none"> <li>Ability to attend meetings outside of regular working hours and show a flexible approach to work</li> <li>Able to travel between Company locations to meet role requirements</li> </ul>	AF/I AF/I

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