

**Job Description**

**1.** **JOB DETAILS**

**Job Title:**  **Property Investment Officer**

**Location: Edinburgh, Bellshill & Inverness**

**Team/Directorate:** **Property Services**

**Responsible To:** **Property Investment Coordinator**

**Responsible For:** **No direct staff supervision**

# 2. JOB PURPOSE

Provide project management and supervision of investment projects to the Group’s housing stock and to prioritise and administer the Investment budget for planned preventative maintenance and capital improvement works. Coordinate and establish the monitoring the performance of annual/term contracts in relation to the Group’s stock. Demonstrate that contracts entered into comply with appropriate regulations and are in line with the Group’s policies, procedures and procurement rules.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Lead on the development of specifications of planned maintenance works, identifying contractor requirements and all statutory compliance elements including planning, building warrant, and H&S.
* Provide, issue, and publish specifications / tenders, negotiate service agreements and undertake appraisals of contractors’ performance, to ensure compliance with appropriate regulations and the Group’s policies and procedures. Collate, asses and report on tender returns making recommendations to appropriate delegated authorising Senior Management colleague.
* Ensure that the Group’s stock data is regularly updated to reflect works recently undertaken.
* Manage and oversee the delivery of external contracts in the role of client project manager: Perform inspection, instruction and supervision of planned maintenance works, ensuring all appropriate policies and procedures are consistently applied and implemented and to ensure specifications have been met and the quality of works comply with industry standards, statutory regulations and Cairn HA standards.
* Monitor and report on contractor and consultant performance, including response times and works schedules, keeping Customer Services colleagues informed of progress to ensure projects are effectively managed and any disruption for customers is minimised. Lead on project progress reporting for planned projects and communicate where appropriate within Customer Services Team.
* Assist Senior Management Team in the periodic review, amendment and implementation of policies and procedures as required, including the identification of improvements in processes to ensure a consistently high standard of service delivery and to ensure compliance of statutory regulations, legal requirements and relevant codes of practice are achieved.
* Implement and comply with the Group’s procedure for the handover of new projects and manage the defect liability period of these new properties.
* Review contractors’ service delivery and to report thereon as necessary, including liaison with Framework bodies such as SPA, Scotland Excel and PfH (Scotland). To attend / Chair project progress meetings as required, ensuring minutes are appropriately recorded and circulated.
* Monitor budgets for cyclical and planned investment in conjunction with the Property Investment Coordinator. Exercise financial control, including authorisation of works and payments to contractors at agreed rates. Check, code and approve invoices in line with delegated authority levels. Record payments within relevant spend monitoring database in monitoring budgets so as to assure spend limits and agreed budget targets are met.
* Provide reports for the Property Investment Coordinator, as required to inform future strategic asset management planning process. Participate in the proposal of capital investment and cyclical works for inclusion within investment programmes.
* Provide factored owners with the level of service that reflects that afforded to our tenants in the areas of common grounds maintenance and management of common property and to liaise and consult with factored owners on the appointment of contractors, costs and schedules of works to common property.
* Provide a high level of customer service when dealing with internal and external customers. Resolve any operational issues with contractors / consultants and investigate complaints in accordance with the Group’s complaints handling procedure.
* Contribute to the preparation and implementation of the departmental risk analysis and maintenance of the risk register to ensure the Association and its tenants are not exposed to any risk that could have been reasonably identified and effectively controlled or mitigated in the most efficient manner.
* Provide compliance service for gas safety, electrical testing, lifts, fire alarms, firefighting equipment, emergency lighting, specialist equipment and legionella and asbestos so as to ensure that the Group’s projects and assets are compliant with Health & Safety, CDM2015 and Fire Regulations. Provide technical support to the Group as required so as to support case making for project work.
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**3.2 Key Performance Indicators**

* Apply the Groups Service Standards and report on performance.
* Ensure Gas Safety is fully meeting legal obligations.
* Regularly meet with Framework partners and contractors.
* Ensure the Groups Employer Requirements are maintained.
* Inspect Stock and report on age and condition to a minimal level.
* Post inspect all capital renewal works to 100%
* Response and report to all tenant satisfaction surveys below satisfaction thresholds and report on improvement notices.

# 3.3 Key Contacts – Internal & External

* All customers, including tenants, homeowners, those receiving factoring services.
* Property Services colleagues, Health & Safety Manager and Officer.
* Customer Services Managers, Officers and Assistants
* Finance Managers Accountants, Officers and Assistants.
* Contractors and Suppliers
* Consultants, Agents and Advisory Bodies (SHN, SFHA, CIH etc.)
* SPA, Scotland Excel and PfH (Scotland) Frameworks
* Utilities, Scottish Water, Scottish Gas Networks, SSE Electricity Network.
* Internal groups across the Group.

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online and facilitated training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Have an awareness of RIDDOR, HSE and other relative formal reporting requirements.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Property Investment Officer**

**Person Specification**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| Qualifications and specific training | Relevant building or construction related qualification to HND level. | Project management/ project planning qualification.  CSCS Cardholder at relevant level  Membership of professional body in relevant discipline e.g. AGSM, ICWCI, CIOB |
| Experience | Substantial experience of property maintenance and/or development, including project management, compliance, budgetary control, contract administration, programme management and working with communities.  Experience of building and construction Health and Safety, Fire Risk assurance including building design and specification and the material qualities of building components.  Substantial contract management experience with knowledge of standard forms of contract, procurement methods and tendering processes. | Experience of working in property services for a Housing Association or Local Authority.  Working with contractors in relation to new build development contracts. |
| Knowledge | Working knowledge of the housing association programme management and able to meet key deadlines.  Detailed understanding of the scope and content of current legislation and regulations applicable to building works  Proficient user of Microsoft Office 365 tools including MS Word and MS Excel.  Ability to understand key principles of building contract documentation  Substantial knowledge of procurement legislation relating to RSLs.  Developed awareness of Building Standards and Construction Health and Safety. | Knowledge of the Scottish Housing regulators Performance Standards.  Knowledge of current issues and legislation affecting the housing sector. |
| Skills | Highly developed ability to work under pressure and co-ordinate a varied and complex workload.  Strong planning, administrative, time management and organisational skills.  Developed negotiating and communication skills.  Developed ability to work on own initiative  Developed ability to work with Microsoft Office packages.  Developed ability to work with Excel or other spreadsheet packages | Use of asset management and works order software packages  Use of customer relationship software to answer enquiries and complaints within defined timescales. |
| Personal attributes | Teamwork – ability to co-operate with others and where appropriate has the ability to complement the roles of others by being flexible by taking on a leadership, peer or subordinate role.  Compliance – adheres to policies and/or procedures and seeks approval from the appropriate authority before making changes.  Decisiveness – ability to make decisions, render judgements, take action or commit oneself  Ambition – is driven to be successful, effective, achieve goals and progress through the organisation  Innovation – is change oriented and able to generate and/or recognise creative solutions in varying work related situations  Personal Impact – creates a positive first impression, commands attention and respect and is confident in social/networking situations  Oral Communication – expresses thoughts convincingly and effectively using appropriate verbal and non-verbal behaviour to reinforce the content of the message.  Written Communication – ability to express thought in writing in a grammatically correct, well organised and structured manner  Self Confidence – demonstrates a genuine belief in the likelihood of personal success and communicates a positive self-esteem to other |  |
| Additional requirements | Full driving license and access to a vehicle.  Agile and Flexible to work outside of office hours with a co-operative approach and willingness to travel to attend site visits and meetings, as required.  Commitment to deliver great homes great services and great value for money services |  |