



Recruitment Pack

Role: Property Manager

Salary: £42,000-£45,000 depending on experience

Contract: Full-time, permanent

Location: London Bridge with regular visits to sites in Southwark and Purley

Reporting to: The Chief Executive

Deadline for applications: 8th October 2021 midday

(note: we are operating a rolling recruitment process and may contact, interview and make job offers to candidates in advance of the deadline)

United St Saviour's Charity

United St Saviour's Charity (UStSC) has a 500 year history in Southwark but a very progressive outlook and big ambitions for the future. We have a £50m+ and growing asset base, with a portfolio of historic and iconic commercial properties around London Bridge which generate approximately £1.5 annual income, and several low-cost housing schemes for older people in the form of almshouses.

The charity is going through a period of change and growth. After years in the planning, in early 2022 we will open a purpose-built and modern almshouse called Appleby Blue, comprising 59 beautifully designed homes and an all-ages community facility for Bermondsey. Our property portfolio has also recently expanded with the purchase of our historic and now refurbished HQ next to London Bridge station

We are creating the new post of Property Manager to oversee the management of all the charity's properties, to help us take on these exciting new and complex buildings, ensuring that they are looked after to the highest possible standard and that the charity is compliant with legal and Health and Safety requirements.

This is an exciting and responsible role that is hugely varied. You will be working for a small charity as part of a small team.

For more information about the charity see our website www.ustsc.org.uk

The Person We are Looking For

We are looking for someone who:

- Is passionate about buildings, both heritage listed and contemporary new builds
- Enjoys working with people, whether they are pub landlords, small tradesmen, major house developers, or sheltered housing residents
- Understands the importance of detail, record keeping and keeping people safe

And someone who has:

- At least 3 years of experience in a similar role
- Solid knowledge of Health and Safety – in terms of regulation and practice

What We Can Offer

- A supportive workplace environment working for a small and dynamic charity
- The opportunity for you to join and contribute to our exciting journey – and make a real difference to lives in Southwark
- Continuous professional development through training and learning opportunities

Application Process

To apply for these positions please email your CV with a covering letter to jobs@ustsc.org.uk. You should outline your experience and how you meet the requirements of the Person Specification. Please keep your covering letter to no more than 3 pages (A4, standard margins, minimum font size 11pt).

In the current recruitment climate, we are operating a rolling recruitment process and may contact, interview and make offers to candidates in advance of the deadline of Midday 8th October 2021.

Disclosure and Barring

This position may involve occasional unsupervised working with vulnerable adults and the job offer will therefore be subject to an Enhanced DBS

Equality, Diversity and Inclusion

United St Saviour's Charity is committed to promoting equality, diversity and inclusion in everything we do. We strongly encourage applications from individuals with backgrounds that reflect the diversity of Southwark.

Data Protection

Any personal data you provide (such as address, telephone number, employment history) will be used for recruitment purposes only, and only shared with individuals and organisations involved in the recruitment. Data will be stored securely: electronically (on UStSC's cloud-based IT system). Personal data related to unsuccessful applicants will be deleted six months after the end of the recruitment period unless agreed with the applicant.



JOB DESCRIPTION: Property Manager

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|------------------------|--|
| Salary: | £42,000 to £45,000 (depending on experience) |
| Contract terms: | Permanent |
| Working hours: | 37 hours per week (negotiable, with salary pro-rata) |
| Reporting to: | Chief Executive |
| Location: | London Bridge with regular visits to sites in Southwark and Purley |

Summary and Purpose of Role:

To oversee the management of the charity's commercial and housing property portfolio. To ensure that the assets are maintained to the highest possible standard and the charity is compliant with legal requirements and policy expectations. To be the lead officer within the organisation on all Health and Safety matters on behalf of the residents, staff and general public. To ensure strict compliance with budgetary and financial control arrangements.

Key Tasks

Planned and Preventative Maintenance and Building handovers

- a) To establish and oversee all PPM programmes on the charity's buildings and other fixed assets ensuring work is high standard, and ensure compliance with legislation and expected standards.
- b) To lead on all new building and project handovers, ensuring the charity receives all property records and information, and co-ordinating input of the wider team to ensure that the charity maintains its assets safely and effectively.

Responsive Repairs

- a) To take the lead on day-to-day repairs, including void works, defects, snagging and emergencies, ensuring that they are dealt with appropriately and swiftly, with work orders raised to approved contractors and works conducted within agreed timescales.
- b) Liaise with housing teams, residents, commercial tenants and contractors to ensure that day to day maintenance is carried out efficiently.
- c) Collect and record feedback from residents on the repairs service, and keep records of timescales in which works are carried out, and produce figures for KPI monitoring
- d) Responding to emergency / urgent issues as they arise and managing these situations to a satisfactory conclusion.

Health and Safety

- a) To lead on all aspects of property-related Health and Safety across the charity, keeping abreast of relevant legislation, undertaking training as appropriate, and reporting on Health and Safety issues to the CEO and staff team.
- b) To oversee organisational compliance with legislation including, fire, gas and electrical safety, legionella, asbestos, and to ensure that all necessary risk assessments are in place and regularly reviewed to ensure compliance and best practice.

- c) To work with the wider team, residents, visitors and contractors to ensure adherence to Health and Safety policies and procedures, and to hold quarterly Health & Safety Consultative group meetings.

Facilities Management Services

- a) To be responsible for ensuring security measures including CCTV surveillance, door access and emergency call systems are in place and properly maintained within the charity offices.
- b) To support the wider team in delivering any property-related facilities management services.

Capital projects

- a) To contribute to financial appraisals and project planning in relation to new capital projects, programmes or disposals.
- b) To coordinate (and sometimes lead) new build, repair and refurbishment projects, liaising with residents, tenants and contractors where necessary to ensure smooth delivery.

Commercial Leaseholder, Tenant and Block Management and Service Charges

- a) Support the CEO in arranging leases and rent reviews, dilapidations reports etc
- b) Ensure landlord/leaseholder fulfilment of all lease and insurance obligations and compliance with relevant legislation
- c) Ensure proper management of residential leasehold buildings
- d) Account for and ensure the charity recovers all eligible service charge expenditure

General tasks

- a) To work with the Executive Team to set and manage property-related budget. Check and code invoices for work ordered, and ensure procurement and financial procedures are properly followed.
- b) Maintain a list of approved and competent contractors ensuring that all appropriate checks and insurances are in place.
- c) Contribute to maintenance of accurate fixed asset registers and records of work carried out
- d) Prepare reports and monitoring information on all maintenance and property improvement works, together with performance information.
- e) Any other duties commensurate with the position as directed by the CEO.

PERSON SPECIFICATION

Property Manager

| | Essential | Desirable |
|-----------------------------|---|--|
| Experience | At least 3 years of experience in a similar property management role | Budget setting and management |
| | Experience of managing external contractors | Coordinating and leading capital projects |
| | Handovers of new build properties and setting up PPM and FM systems | |
| | | |
| Knowledge and skills | Sound knowledge of Health and Safety – in terms of regulation and practice | Landlord and Tenant, Leaseholder legislation |
| | Requirements for keeping building records | CDM Regulations |
| | Excellent IT, numeracy and literacy skills | Planning applications and planning law |
| | Ability to understand detail and technical documents including O&M manuals, lease agreements and insurance policies | |
| | Able to identify and draw on internal or external technical support when needed | |
| | | |
| Personal attributes | Self-motivated, highly organised and able to manage own complex and flexible workload | |
| | Can demonstrate a real attention to detail | |
| | Confident to communicate with a wide variety of people who live and work in the buildings owned by the charity | |