



"I have been working as part of the Ypeople Support team for 7 years and I have enjoyed seeing our organisation grow over the years. Ypeople Support always has an open door policy, which I love, as everyone works in a collaborative manner and very much a skill sharing environment." - Kash

Our Ypeople Support team are based in Glasgow and their roles cover a wide variety of areas; Finance, HR, Communications and our Leadership team. While our day to day work is diverse, and requires many different skills and talents, what unites all of us is working to promote and support the services we provide.

The Ypeople values run through all of the work we do. We use these values in tandem with our PIE model in every communication and interaction with our service teams.

97% of employees said the training and development opportunities offered made Ypeople an employer of choice.

-Ypeople Employee Benefits Survey, 2020

Working as part of the Ypeople Support team brings many opportunities for training and learning about the wider work that Ypeople does. Most importantly, it gives us the opportunity to help other services effectively deliver the support to the communities we serve. It is a collaborative and inclusive workplace where you can be yourself and continuously develop your knowledge at the same time.

"Being part of Ypeople Support you feel part of the larger organisation and work in collaboration. We all bring our areas of expertise to work together and contribute to the impact the organisation has on people's lives." - Clair



Respect



Integrity



Compassion



Aspirational



Reflective



Job Description

- 1. Job Title:** Property Services Manager
- 2. Location:** Ypeople Support, 15 Dava Street, Glasgow, G51 2JA
- 3. Grade:** SCP 38 – 42 (£34,616 - £38,517 per annum)

4. Job Purpose:

To manage all property service functions and effective asset management of both owned and leased properties within the organisation's portfolio. Ensuring that all properties are maintained in line with our quality standards, Health and Safety and legislative requirements.

5. Ypeople Values

Ypeople is a values-based organisation and the post holder will be expected to uphold and actively practice our organisational values which are:

- **Respect**
We treat everyone fairly, and value diversity
- **Integrity**
We are honest, professional, and our actions are guided by best practice
- **Compassion**
We understand people's life journeys, and show kindness to everyone
- **Aspirational**
We strive to be the best, for our staff, the people we support, and partners
- **Reflective**
We learn and adapt, embrace change and celebrate success

6. Role and Responsibilities

Relationships

Relationships are the fundamental human experience and you will be expected to:

- Provide strong leadership and act as a role model to Ypeople staff, volunteers and people we support
- Work closely with colleagues of all grades to monitor and evaluate our work
- Develop positive, respectful and compassionate relationships with staff, volunteers and people we support, focusing on their strengths and aspirations as individuals
- Develop partnerships with external agencies
- Have a high standard of professional integrity with colleagues and other professionals
- Establish and uphold clear professional boundaries at all times

Practice & Service Delivery

You will be expected to ensure a high quality of support is provided to the people we support and that service outcomes are achieved by:

- Managing the repairs and maintenance, property procurement and administrative support functions of the department, to allow the service to be planned and delivered in line with the organisation's vision, values and strategic objectives
- Leading the development and delivery of the organisation's property service plan





- Delivering a customer focussed repairs and maintenance service ensuring that this focuses on efficiency, quality and value for money
- Ensuring that all void properties are quickly turned round ready to be occupied within agreed timescales
- Leading on the development and implementation of a planned maintenance schedule
- Lead and manage the procurement of the organisation's property portfolio, ensuring all properties meet agreed quality, health and safety requirements, and costs are in line with the organisation's procurement policy and implementation plan
- Ensuring that all property records are maintained and include all details in relation to stock, inventory, condition, and compliance with health and safety and legislative requirements
- Leading on the development of an approved external contractor listing, and ensure that quality and value for money is achieved
- Implementing mechanisms to ensure that all landlords meet their responsibilities in relation to property condition, and health and safety requirements
- Providing guidance and support to services in relation to property related issues
- Liaise with the Health and Safety Lead to ensure that properties meet all health and safety legislation, acts, regulations, special guidance and standards
- Prepare and provide regular KPI and management information on the operational and financial performance of the service
- Responsible budget holder for the service ensuring that value for money is achieved
- Leading on the development of the organisations housing management software, ensuring that it is fit for purpose, and can provide meaningful management information which can be used for decision making and investment purposes
- Aiding in the development, implementation, monitoring and maintenance of Health and Safety strategies, policies and procedures, risk assessments, and safe working practices and ensuring adherence across the property services function
- Regular review of policy, processes and systems to ensure that they continue to be fit for purpose, and in line with regulatory and legislative requirements of the property sector
- Regular attendance and active contribution at meetings, and working collaboratively and positively with both internal and external stakeholders to achieve set objectives in line with the organisations operational and strategic objectives

7. Personal & Organisational Development

Ypeople encourages staff to be actively involved in their own, their service's, and the organisation's development and you will be expected to:

- Have an up to date knowledge of current trends and developments across the sector.
- Actively contribute to the development of the organisation and of individual services, through supporting operational staff and managers
- Attend and participate in training and share learning experiences
- Engage in reflective practice
- Feedback on the review of organisational policies and procedures and local guidelines
- Promote Ypeople services through agreed mediums
- Strive for continuous personal and professional development
- Engage with any Ypeople initiatives, such as NHS Healthy Working Lives, Investors in People etc





8. Policies & Procedures

Ypeople understands the importance of best practice and expects all staff to adhere to:

- Ypeople's policies and procedures.
- Scottish Social Services Council (SSSC) Codes of Practice.
- Health and Social Care Standards (My Support, My Life).
- Care Inspectorate standards.
- Health and safety legislation and practices.
- Any other professional standards which are relevant to the post.
- Register with any required government bodies and ensure memberships is updated and any attributed costs are paid for.

9. Working Conditions:

Ypeople value our staff as our greatest asset and will provide the following working conditions:

- The post holder will report directly to the Head of Technology and Transformation
- An average of 35 hours per week predominately on a Monday to Friday basis, however, it will be necessary at times to work evenings or weekends to meet the demands of the role and to provide adequate levels of support to the organization.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) per year in the first year rising to 280 hours (equivalent to 8 weeks) per year in the second. This includes public holidays.
- All Ypeople employees join the Life Assurance Scheme from day one of employment.
- All appointments are subject to a minimum of a 12 week probationary period.
- The post holder will be automatically enrolled into the People's Pension following successful completion of their probationary period, provided they meet the auto-enrolment criteria.
- Due to the nature of our work the post holder may be asked to work at different locations depending on operational requirements.
- It is the nature of the work of Ypeople that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.





Person Specification

Job Title: Property Services Manager

Factor	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> Relevant professional qualification e.g. RIC's, CIOB equivalent qualification or comparable through experience in work related to the role. 	
Knowledge and Experience	<ul style="list-style-type: none"> Excellent knowledge and understanding of the property and building sector Excellent knowledge of current property standards legislation Experience of managing a team with varied experience and skills Experience of implementing system developments, and changes to policy and process Excellent communicator with report writing experience A commercial approach to property management 	<ul style="list-style-type: none"> Experience of working in a third sector or not for profit organisation providing social care and support services Understanding of the principles of Psychologically Informed Environment (PIE)
Values/Competencies Respect <i>We treat everyone fairly, and value diversity</i> Integrity <i>We are honest, professional and our actions are guided by best practice</i> Compassion <i>We understand people's life journeys, and show kindness to everyone</i> Aspirational <i>We strive to be the best, for our staff, the</i>	Interpersonal Skills <ul style="list-style-type: none"> Ability to create an environment which promotes co-operation, trust and open exchange of ideas A commitment to championing the rights of the people we work with. Leadership and Accountability <ul style="list-style-type: none"> Undertake a leadership role in shaping the ethics, values and vision of Ypeople by consistently communicating and exemplifying this through best practice Understanding and respecting the importance of confidentiality People Focus <ul style="list-style-type: none"> Commitment to provide a culture of safety, fairness and inclusiveness. Commitment to providing a culture where staff are recognised and rewarded for behaviour and contribution to Ypeople and its values. Developing People and Services <ul style="list-style-type: none"> Creates a culture where learning and development is promoted and encouraged for the good of staff and services Invests sustained effort in making a significant impact on improvement in the areas Ypeople 	



<p><i>people we support, and partners</i></p> <p>Reflective <i>We learn and adapt, embrace change and celebrate success</i></p>	<p>provide a service securing a positive outcome for the people and communities we serve</p> <p>Continuous Improvement</p> <ul style="list-style-type: none"> • A commitment to our aim of continuous improvement and reflective practice in all areas of our work • Commitment to continuous personal and professional development 	
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Excellent written and verbal communication skills across a variety of situations • Ability to collate and analyse data to identify trends and areas for improvement • Highly motivated and organised with excellent planning and project management skills • Good level of IT skills and ability to produce high quality reports and presentations • Ability to manage competing demands and priorities • Ability to work independently, use initiative and be pro-active • Ability to build good working relationships with management, employees and contractors at all levels. 	
<p>Any Other Requirements</p>	<ul style="list-style-type: none"> • Flexibility regarding working patterns • Ability to travel to Ypeople services across Scotland • Full driving licence and access to a car for work purposes, and insured for business purposes 	