

**Veterans Housing Scotland – Property Services Manager**

**Position;** Permanent

**Salary:** circa £35k plus benefits

**Location:** Edinburgh

**Hours:** 35 hours per week

Veterans Housing Scotland is the operational name of the Scottish Veterans Garden City Association, a Scottish Charity, which together with its sister organisation, the Scottish Garden City Housing Society Ltd, provides housing to disabled military veterans in Scotland.  Founded in 1915, we are one of Scotland’s oldest military housing charities.

We are seeking to appoint an experienced Property Services Manager to join the Senior Management Team to drive the evolution of the charity’s property portfolio in conjunction with the charity’s enthusiastic plans for implementing considerable change and growth in an organisation that has served Scotland’s Veterans community for over 100 years. This is a

This is an exciting, hands-on, and varied role that will require extensive travel throughout Scotland. This senior management position will require significant experience in property management combined with the confidence, ability, and skills and experiences to provide operational and strategic property services management and support to a busy charity with over 650 properties in Scotland.

If you have the skills and experience, drive, energy, and willingness to learn and want to be part of this exciting opportunity to support disabled veterans in Scotland, we would like to hear from you. Please apply with a CV (2 pages max) along with a covering letter (2 pages max) detailing why you believe you are the right person for this role and how you meet the person specification.

Your CV and covering letter should be sent to the Veterans Housing Scotland CEO, Kevin Gray, [ceo@vhscot.org.uk](mailto:ceo@vhscot.org.uk) with Property Services Manager in the subject line.

The closing date for applications is 1200hrs on Friday 24 September 2021. Due to the high number of applications expected, only candidates shortlisted for interview will be notified.

It is anticipated that interviews will be held at the Charity’s Head office in Edinburgh or Via Video Conferencing MS Teams/Zoom) on Thursday 7 October 2021. All information relating to unsuccessful candidates will be destroyed when an appointment has been made.

**Summary of the Role**

The Property Services Manager is responsible for overseeing and effectively managing the delivery of all aspects of the day to day maintenance and development of Veterans Housing Scotland Properties. This is a wide-ranging role encompassing both operational and performance management of Property Management Companies. It will include day to day operational delivery (budget management, pre and post-inspection, performance management, effective resolution of day to day issues, quality control, liaison with residents etc.) as well as more strategic management (problem-solving, performance reporting, resolving conflicts and disputes and asset maintenance)

To develop, agree, and recommend new ways of working that deliver continuous improvement and demonstrate commitment to excellent property service and tenant satisfaction.  
  
To work collaboratively with Property Management Companies and other partners to ensure our properties and other assets are maintained to the highest standards and comply with all regulatory and legislative standards.  
  
**Secondary Purpose.**

As Veterans Housing Scotland is undergoing a period of unprecedented change, this job description does not provide an exhaustive list of tasks and activities. All posts within the Charity are subject to evolution and change as the organisation develops and grows. Against this background, the post holder may be required to undertake additional areas of responsibility for which suitable training and development will be provided as necessary.

**Reporting**

The Property Services Manager is responsible to the CEO and is responsible for managing the VHS Property Services Team and external Property Management Companies.

**Key expectations and requirements of all staff**

* To act consistently within the Charity's Policies and Procedures.
* To strictly adhere to the Confidentiality Policy and rules governing GDPR.
* To be aware of and act responsibly to protect and promote the health and safety of clients, staff, and other stakeholders.
* To act within the organisation's best interests in all contact with tenants, staff, and other stakeholders and to behave in a manner that reflects the trust placed on you as a staff member of Veterans Housing Scotland.

**Organisational Diagram**

**CEO**

Support Service Admin

Support Officer

Property Administrator

Admin and Finance Officer

**Finance Manager**

**Support Services Manager**

**Property Services Manager**r

Management Companies

Support Volunteers

**Primary Responsibilities**

* Responsible for the day to day management of all aspects concerning the safety, maintenance, development, and quality control of Veterans Housing Scotland Properties.
* To advise the Senior Management Team (SMT) and recommend strategy and policy for housing development, asset management and stock condition, including aids and adaptations, major repairs, and cyclical maintenance.
* To manage an ongoing stock condition survey of all properties and produce long term maintenance plans including financials associated with the results of the survey.
* Liaise with and manage external Property Management Companies to ensure efficient operational delivery Scotland-wide according to relevant agreements, contracts, and performance standards.
* Ensure that all relevant regulations and legislation, such as Health and Safety, are being adhered to, kept up to date, and communicated to appropriate persons.
* Manage/oversee significant refurbishment and building projects in consultation with nominated professional advisors.
* Manage abandoned tenancies and unauthorised occupiers.
* Arrange, chair, and accurately record quarterly operational meetings and ensure follow up actions are taken promptly;
* To prepare annual budgets for development activity, aids and adaptations, major repairs, and cyclical maintenance, and ensure effective spending control within agreed budgets.
* Be aware at all times of service delivery performance and ensure that all negative trends, problems, issues, and concerns are monitored and managed efficiently and effectively; develop and foster a high-performance ethos that delivers an efficient service and exceptional levels of tenant satisfaction;
* Review repairs, post-inspection, and tenant satisfaction data to identify trends and work with property management companies to identify and implement solutions necessary to deliver performance improvements;
* Identify weakness and inefficiency in areas of operational delivery and recommend relevant changes to policy and working practice to effect improvements;
* Prepare timelines, chronologies, repairs histories etc. and prepare/enable/facilitate timely and accurate responses to complaints.
* Review repairs policies and processes as necessary and propose improvements and updates;
* Review/query/approve/authorise property related invoices within pre-determined limits;
* Manage anti-social behaviour, collect information, and refer cases to the relevant authorities.
* Handle breaches of tenancy agreements, prepare cases and attend court hearings which could lead to evictions, as appropriate.
* Provide guidance and support to employees, including performance management of those under their direct leadership.
* Foster good working relationships and work proactively with other colleagues and partners of Veterans Housing Scotland.
* Manage the Charity’s tenant management software system – Re-Leased.
* Manage all properties not covered by property management companies concerning the above duties.
* To comply at all times with the charities legal, contractual and regulatory responsibilities concerning the above duties.

**Key Competencies**

* Problem-solving and attention to detail.
* Contract Management.
* Teamwork and empathetic leadership.
* Excellent verbal and written communications, negotiating and reasoning skills.
* Trustworthy.
* Confidence
* Personal characteristics including Energetic, Flexible and Resourceful.

**Qualifications and Experience**

**Essential**

* A minimum of three years experience in leading and managing a Property Services Team, providing property development and maintenance.
* Oversee professional advisors employed by the charity for new build schemes and major works including cyclical maintenance plans.
* In-depth understanding of housing maintenance procedures and requirements including those associated with veterans who are disabled.
* Good knowledge of building construction and able to diagnose defects and recommend solutions.
* A good understanding and experience of applying for grants, eco funding and energy grants available to private landlords to support housing improvements.
* Able to plan strategically and successfully deliver challenging work programs.
* Commitment to high standards and continuous improvement of customer care.
* Track record of effective and successful partnership working.
* IT Literate, namely Microsoft Office Word, Excel, Outlook and PowerPoint and non-complex databases.
* Experience in budgeting and financial planning.
* Extensive travel will be required for the role so access to a vehicle and a driving license.

**Desirable**

* CIH Level 3 Housing.
* Understanding of the challenges that Charities may face.
* Military experience or awareness of military service and work with veterans.
* Good understanding of the needs and issues affecting the housing of military veteran tenants and those needing additional support through disability and mental ill health.
* Understanding of confidentiality and safeguarding vulnerable adults and young people

**Other Duties**

You may be required for other duties as directed by the Chief Executive Officer.