Job Title Property Manager

Salary £44,064 to £48,960

Location This post is based in our Edinburgh office with travel to Glasgow on a regular basis. Flexible working options are available, this role is mainly office based.

1. Introduction and background

SCVO believes the voluntary sector is vital to Scotland’s economy and society. We support the sector to achieve its ambitions through delivering services, giving the sector a voice at a national level and promoting and supporting innovation and improvement. Our purpose, therefore, is to support, promote and develop a confident, sustainable voluntary sector in Scotland.

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are:

* Accountable and committed
* Responsive
* Supportive
* Progressive
* Bold

Equality, diversity, and inclusion at SCVO

SCVO wishes to increase the diversity of its staff and welcomes applicants from all communities, particularly from people with disabilities and people from black, Asian and minority ethnic communities, currently under-represented within SCVO.

SCVO offers blended and flexible working from day one of employment, including part-time working or job sharing as well as other flexible working options. If you would like a copy of SCVO’s equality, diversity and inclusion policy, please contact hr@scvo.org.uk.

2 Job purpose

SCVO owns and occupies buildings in Edinburgh, Glasgow and Inverness. Our accommodate SCVO staff and a range of voluntary sector organisations in managed tenant relationships.

This role is responsible for:

* Managing SCVO’s estate including: buildings, equipment, health and safety and our commercial property services.
* Delivering a modern facilities service to internal and external customers.
* Promoting excellence in customer service.
* Managing the facilities team including team motivation, work coordination and staff development.

1. Values, skills, experience, and knowledge

The post holder will be expected to demonstrate the following range of skills and experience on a regular basis:

**Essential**

* At least 4 years’ recent experience of estates management
* A relevant qualification in a facilities context – i.e. NEBOSH Qualified; BIFM accredited certificate in facilities management.
* First Aid at Work certificate (we will provide this training if you don’t have an up-to-date certificate)
* Good understanding of current health and safety at work and property standards.
* Experience of managing a team and the ability to lead, motivate, develop and performance manage staff within a coaching style.
* Recent experience of financial controls and budget management.
* Recent experience as a business user of CRM and Microsoft products.
* Recent experience of SLA creation and ongoing management of SLAs as supplier and customer.
* Ability to monitor, manage expectations and control resource for all aspects of project delivery.
* Ability to manage projects in accordance with allocated financial constraints.
* Experience in defining user requirements.
* Strong problem-resolution skills.
* Strong communication and inter-personal skills.
* Ability to identify appropriate new solutions, contributing to change in working and business practice.
* Strong values, aligned with SCVO’s.

**Desirable**

* Experience of working in or an understanding of the Scottish voluntary sector

1. Key accountabilities

* To lead and manage the facilities team including team motivation, work coordination and staff development to deliver a modern facilities service to internal and external customers in keeping with SCVO’s values.
* Promote excellence in customer service within the team, continuously improve the delivery of the facilities services and develop inspiring, modern workspaces across SCVO’s estate for SCVO’s staff team and tenants.
* Build relationships with tenants, including upselling and contract negotiations, with supply chain, including service level discussions, and reporting to regulatory agencies. Build good working relationships with SCVO staff and with the Trust.
* Maintain business continuity provisions and associated processes to ensure high standards of business continuity.
* To maintain and further develop SCVO’s Health and Safety procedures, including site-specific structures a staff and tenant H&S committee. Reporting directly to the Chief Executive on Health and Safety issues to ensure regulatory compliance and best practice. On-site first aider for our Edinburgh office.
* Manage supplier relationships, monitoring SLA performance for estates supply chain, to ensure best value, lowest environmental impact and best quality of service. Ensure that all contracted and third-party workers are paid the Scottish Living Wage.
* Manage protocols and procedures for incident management and client relationships, providing customer-first service delivery.
* Maintain protocols and procedures to manage SCVO’s building infrastructure, including environmental performance and carbon reduction strategies. In addition to any alignment with regulatory or best practice frameworks.
* Work with our Business Development Manager to develop commercial services that can be purchased by our members and other partners, while responding to change.
* To report on performance across SCVO's physical infrastructure.
* Plan and oversee the budget for all sites, ensuring accurate reporting and good budget management.
* Demonstrate commitment to empowering colleagues, collegiate working and constructive challenge across the organisation. Including mentoring and supporting staff.
* Consistently demonstrate SCVO’s values in action and challenge others to do the same
* Champion culture change and model the desired behaviours across the organisation
* Ensure good staff management practices are in place, including appraisal and staff development. This involves addressing issues as they arise and having honest and meaningful conversations to manage expectations, clarify objectives and provide regular feedback. In addition, to spot and develop potential through coaching and mentoring of colleagues. Provide advice to staff on technical and industry specific training programmes.

1. Other duties

Any other general duties as may be required by the line manager.

1. Location and accountability

This post is based in our Edinburgh office. The job requires regular travel to Glasgow and less regular travel to Inverness. This role is office based, flexible working options are available with the possibility of occasional home working.

The post holder reports to Tim Hencher, Director of Delivery.

1. Further Information

Please contact [tim.hencher@scvo.scot](mailto:tim.hencher@scvo.scot) for further information.

1. To apply

Please e-mail your application to [recruitment@scvo.scot](mailto:recruitment@scvo.scot) by 12 noon on the closing date.

Closing date: Monday 22nd August 2022 (by 12 noon)

9 SCVO salary scale

SCVO’s salary scale has six increments. Appointments are made on the 1st increment. Staff move up an increment on an annual basis (unless you are involved in formal disciplinary or performance management proceedings).

10 Major terms and conditions

A full package of Terms and Conditions is available. Key features include:

Salary: SCVO Grade £44,064 to £48,960

(appointments are made on the 1st increment)

Annual leave: 28 days plus 6 public holidays (pro rata)

Pension: SCVO offers a Defined Contribution Pension Scheme   
to its staff. Employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available.

Probationary period: 6 months

Hours: 35 hours per week

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