

Job Description

Property Officer

This is a new post

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our vision is an inclusive society where we all have the opportunities to live valued and fulfilled lives. Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | Respect | Integrity | Innovation

[Read more about us and our values](#)

[Read about our strategic aims](#)

1 Overview

This is a new role which sits in the Cyrenians Corporate Services team. The team acts as a central hub for the organisation making sure smooth running of its internal operations. We are a motivated and driven team and due to the recent growth of Cyrenians, and in order to maintain the Corporate Services team's level of support to the wider organisation, our team is expanding.

The key focus of this role is to support Cyrenians with property management. The role will play a big part in leading our property management, facilities and property related projects spanning a portfolio consisting of:

- Office spaces
- Residential, including supported living for young people at risk of Homelessness, accommodation for women fleeing domestic violence (Women in Safe Homes project),
- Commercial, including a café at [Arnotdale House](#), food education and food redistribution facility, and [Cyrenians Farm](#).

The post holder will, with the direction and support of the Business Services Manager, carry out all tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, in line with our values. This role will ensure that a coordinated approach to the management of all Cyrenians' properties is taken, making sure the Cyrenians' staff and service users have great places in which to work and live.

This is a hybrid role providing flexibility to work remotely and at our office at Norton Park.

2 Tasks and Responsibilities

Policy and Procedure Development

- Assist the Business Services Manager in the development and delivery of Cyrenians' property management plan.
- Work with the Business Services Manager to develop and deliver of policies and procedures across the organisation to ensure the most efficient and smooth running of our varied property portfolio.
 - Lead on cyclical review of the property management plan and associated polies and procedures.

Compliance

- Ensure compliance with legislative and legal requirements across our property portfolio.
- Stay up to date with latest property related legislation and best practice
- Update relevant stakeholders with changes in legislation and support team to maintain compliance

Property Maintenance

- Proactively lead on planned and cyclical property maintenance such as any required painting & decorating, structural repairs, repairing flooring and windows amongst other maintenance requirements.
- Provide advice on technical issues and liaise with contractors to identify any issues that may arise as a result of planned or cyclical activities.
- Ensure that any reported faults are dealt with promptly and efficiently and relevant stakeholders are kept up to date.
- Review maintenance processes and capture learnings with a view to continuous incorporate

Relationship Management

- Provide support and recommendations to various members of staff across the organisation aiding in the smooth implementation of property and capital projects
- Regularly communicate with the wider team, suppliers, and staff on facilities and property management.
- Liaising with services teams to monitor service user satisfaction and reporting to Business Services Manager with findings

Staff Supervision

- Supervise the day-to-day activities of a small team, including providing guidance and practical support on prioritising and ensuring tasks are completed.
- Work with Business Services Manager to ensure members of the team have individual work-plans linked to Cyrenians' strategic aims, and receive regular 1:1 meetings.
- Ensure that relationships with other teams are developed and that clear lines of reporting are established.
- Communicate with team members, providing feedback and support, and addressing any issues or concerns.

- Employ proactive verbal and written communication, data analysis, and reporting.

Other Duties

- To adhere to all Cyrenians policies and procedures; in particular to adhere to and promote good practice regarding confidentiality, Health & Safety of self, colleagues, volunteers and service users; and equality of opportunity.
- To undertake any other duties that may reasonably be expected to fulfil the role.

3 Person Specification

Knowledge, Skills and Experience	
An aptitude in handling all aspects of property management ideally with at least 3 years’ experience in this line of work	Essential
Demonstrable experience of delivery of facilities management and property services within a multi-site organisation	Essential
Experience working within the third sector	Desirable
Experience in managing staff; planning workloads & delegating tasks	Desirable
Experience of managing projects, including creating a plan, following timescales and reporting	Desirable
Experience in using a work management tool (for example, Asana)	Desirable
Full, clean driving licence with access to own vehicle	Desirable
Values & Attributes	
Works in a way consistent with Cyrenians values	Essential
Approachable, proactive, professional attitude and practice	Essential
Ability to work collaboratively within your team and with other departments	Essential
Excellent level of attention to detail	Essential
Ability to maintain confidentiality	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Appreciation for impact of Cyrenians work and desire to contribute to this	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Business Services Manager
<u>Workplace:</u>	Cyrenians head office in Edinburgh with regular off-site visits
<u>Working Hours:</u>	37 hours per week (full time)
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£27,653 - £30,380 per annum (scale points 25 to 28)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG scheme membership not required

5 Application deadline and Interview dates

Closing date: 12 noon on Tuesday 19th September 2023

Interview date: Week commencing 25th September 2023

Second stage: To be confirmed