**GOLEUDY**

**Job Description**

**Job Title: Property and Compliance Manager**

**Reports to: Head of Facilities, Compliance and Asset Development**

**Location: Head Office, Swansea, but covering a small portfolio across SW Wales**

**Hours: 35 hrs per week**

**JOB PURPOSE**

Reporting to the Head of Facilities, Compliance and Asset Development, the Property and Compliance Manager (PCM) will be responsible for managing all aspects of Goleudy’s relatively small property portfolio, both owned and leased.

The PCM will be a hands-on role, effectively managing our estate to ensure that the organisation’s property portfolio, both housing, project and office space, owned and leased, delivers on the organisation’s overall aims. This will mean ensuring they are safe, fit-for purpose, and fully compliant with legal and contractual obligations.

The post holder will pay close attention to Health and Safety, will maintain excellent relationships with internal and external stakeholders and will be passionate about the positive impact good quality housing can play in ending the cycle of homelessness.

The PCM is an important position that contributes significantly to the Charity’s operations. This is an exciting and varied role requiring initiative and autonomy within a small but growing team.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

**PROPERTY AND COMPLIANCE**

1. To provide operational leadership for the Charity’s Property and Compliance function (for Housing, Office space and all other property, both owned and leased).
2. To deliver innovative, aspirational, and appropriate property services in compliance with all relevant policy, regulation and legislation.
3. To contribute to the delivery of our ‘Transformation of Housing’ business plan objective in accordance with PIE (Psychologically Informed Environments) principles, collaborating with both internal and external stakeholders and partners.
4. To deliver an improvement in the performance of property and compliance related activities and deliver compliance assurance to the organisation, through the implementation of policies, structures, and systems of working.
5. To effectively plan, project manage, procure, and deliver the reactive, planned and cyclical maintenance service and programmes (including security, cleaning and landscaping) within agreed financial and operational targets.
6. To appropriately procure any property related expenditure, in line with agreed budgets and policy.
7. To monitor and evaluate the quality of works undertaken by contractors and ensure all documentation is in place (in liaison with the Finance Department).
8. To carry out the Charity’s Housing Management function, including the management of void units, tenancy and licence management, rent and service charge management (in collaboration with the Finance function), furnishings, etc.
9. To liaise and engage with external agencies over Housing and Compliance matters, e.g. Local Authorities, Rent Smart Wales etc.
10. To liaise with landlords/owners, where relevant (including Contract Management) to ensure leased properties are compliant (for e.g. Health and Safety requirements) and that the facilities are managed and maintained as per the lease agreement.
11. To appropriately risk assess all properties, identifying actions and delivering on requirements, including contingency and emergency planning.
12. To actively promote a positive H&S culture in all our buildings and evaluate performance, working closely with the H&S Manager to ensure compliance.
13. To deliver property related compliance, working closely with the H&S Manager, (e.g. first-aiders, fire wardens, fire safety, electrical, gas, asbestos, PAT testing and legionella, etc) to the highest possible standards and appropriately collect and store all compliance documentation.
14. To undertake regular inspections and compliance audits, prepare action plans with SMART objectives, alongside project managers, and address the issues identified.

1. To contribute towards making our spaces more environmentally friendly, including ensuring that recycling and energy efficiency is a priority in our work.
2. To play an important role in development and renovation projects at Customs House, working closely with the Head of Facilities, Compliance and Asset Development.
3. To collect, analyse and report on organisational Property and Compliance performance and incident data.
4. To contribute to the identification and liaison with Health and Safety Manager and HR department to provide and/or procure an effective housing and compliance related training regime.

**OTHER DUTIES**

1. To contribute to multiple complex projects at once, with a focus on achieving agreed objectives on time and within budget.
2. To comply with Health and Safety regulations and the Charity’s working procedures.
3. To contribute to HR processes alongside leadership team colleagues where required, including conducting and writing investigations, disciplinary and grievance panels and legal compliance.
4. To work collaboratively with the ELT and leadership team colleagues, sharing knowledge and expertise to provide leadership and influence the strategic direction of the organisation whilst maintaining the ethos and values of the Charity.
5. To contribute to formulating and maintaining the policy framework and designing, writing, communicating and implementing procedures.
6. To contribute to initiatives that support Goleudy’s LEAN working practices.
7. To keep up to date with all current policies and changes that may affect the organisation and wider sector.
8. To establish and maintain good working relationships both within the organisation and with the organisation’s stakeholders and customers.
9. To undertake training as required, whether identified by self or others in the organisation.
10. To deputise for the Head of Facilities, Compliance and Asset Development at a range of forums and meetings, as appropriate.
11. To carry out any other duties reasonably determined by the Head of Facilities, Compliance and Asset Development or Finance Director.

# Property and Compliance Manager

# Person Specification

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| **1** | **Skills** | **E/D** |
| 1.1 | Strong communication skills with the ability to engage and build strong relationships at all levels | E |
| 1.2 | Sound leadership and management skills with the ability to influence at a senior level, gaining agreement to plans and ideas | E |
| 1.3 | Good planning, prioritising and organisational skills and able to take personal responsibility to deliver agreed outcomes | E |
| 1.4 | Demonstrates resilience and shows courage whilst maintaining high performance even when under pressure | E |
| 1.5 | Ability to contribute to developing high quality, robust policies and procedures, using knowledge of good practice and law | E |
| 1.6 | Sound analytical and problem-solving skills | E |
| 1.7 | Demonstrates a quality driven approach to tasks, with attention to detail/accuracy/high performance standards | E |
| 1.8 | Good report writing and presentation skills | E |
| 1.9 | Highly developed ability to multi-task high level tasks and projects | E |
| 1.10 | Ability to collaborate effectively both across the business and with external stakeholders | E |
| 1.11 | Ability to communicate in Welsh | D |
| **2** | **Knowledge and Qualifications** | **E/D** |
| 2.1 | Strong understanding of Property compliance requirements | E |
| 2.3 | Strong understanding of Housing Management requirements and processes | E |
| 2.3 | Understanding of internal audit processes (Compliance) | E |
| 2.4 | Demonstrable project management skills | E |
| 2.5 | Understanding of property redevelopment processes and requirements | E |
| 2.6 | Hold a professional qualification, able to demonstrate competency and/or committed to developing own skills in a relevant area (such as H&S, Housing or Compliance). | E |
| 2.7 | Car Owner in possession of full driving licence and Business level insurance. | E |
| **3** | **Behaviours** | **E/D** |
| 3.1 | Possession of a strong work ethic and personal resilience | E |
| 3.2 | Commitment to uphold the Goleudy way of doing things to support our culture | E |
| 3.3 | Demonstrating behaviours that are entirely consistent with the organisation's values | E |
| 3.4 | Being a positive role model for all our colleagues | E |
| 3.5 | Willingness to take ownership and responsibility – never walking past a problem | E |
| 3.6 | A good team player, ready to offer support and respond to ad hoc requests for help from colleagues | E |
| 3.7 | Professional and confident approach when dealing with a wide range of people. | E |

**Key:**  Essential E Desirable D