



PROPERTY MANAGER

Recruitment Pack



www.clochhousing.org.uk

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Welcome

Dear Candidate,



Thank you for your interest in the role of Property Manager. I appreciate your time and hope that the information within the pack provides you with a feel for what it is like to be part of the Cloch Team.

Taking on a new role is a life changing time, and I know how important it is to work for a great company – when you work alongside colleagues who feel passionate and care about what they do, it's inspirational.

When it comes to recruitment, we understand this is a two-way decision and I would encourage you to find out more about us in terms of our Staff Team, Board, homes, services, customers, and our future plans. To make an arrangement please email my colleague Carlyne at cswinney@clochhousing.org.uk and she will set up a confidential chat.

In recent times, Cloch has implemented a structure refresh, designed to deliver the priorities within our Business Plan. We worked within the same staffing budget, with 16 members of our team now in promoted roles / enhanced career paths. Our Property Manager is now moving on to a promoted role and we took the opportunity to review our resource requirements against the backdrop of the current work environment and plans and this has resulted in a redesign within the Property Services Team. We are introducing an Asset Manager to oversee planned works, cyclical activities, and health & safety compliance and a Property Manager to handle reactive maintenance, voids, landscaping, and factoring. The role we are advertising for externally is the Property Manager position.

We are seeking someone to join our team, who will bring commercial skills and technical knowledge. Cloch highly value our staff team and people skills are crucial to the role as well as energy, positivity, and a passion for getting the best from themselves and their colleagues.

You will have the opportunity to demonstrate your skills and abilities thanks to the inclusive design of our recruitment and interviewing process. If after reading the recruitment pack you are excited about the possibility of joining our team and you feel you can make a positive impact on our organisation, we would love to hear from you.

Alana Durnin
Chief Executive Officer

About Cloch

Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2023, Cloch celebrated its 55th year in operation and today, we own over 1480 units across the local area. We provide high quality housing and responsive customer service to ensure that we place communities and their people at the heart of everything we do.

We are currently focusing on mitigating the cost-of-living crisis for our customers and prioritising tenant and resident safety. We have also been able to invest in mental health and wellbeing support services for our customers across Inverclyde, following a successful funding bid to the Scottish Government, which has resulted in us working in partnership with other local community groups. Our commitment to being a caring and high-quality customer service has been recognised by Compliance Plus for Customer Service Excellence accreditation. Our success at Cloch is underpinned by the work, efforts, and innovation of our people. A recent staffing structure refresh has encouraged and empowered staff to provide invaluable input into our key resourcing decisions and the development of our workforce.



Our Vision and Values



Vision

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

Values

Be Positive in attitude.

Be Better and always look to improve everything you do.

Be Kind to yourself, to others and in your approach to our services.

Be Responsible for yourself, your customers, and your community.

People Benefits

At Cloch, we consider work-life balance to be paramount to health and wellbeing. Our people are committed and dedicated to what they do, and we understand the importance of having policies and measures in place to fully support them both inside and outside of the workplace. Below is our range of people benefits and perks that Cloch offers:

- **Hybrid and Flexible Working Environment**
- **Learning and Development Culture**
- **Family Friendly Policies**
- **Teambuilding Sessions**
- **Health and Wellbeing Initiatives**
- **Staff involvement in developing the organisation**
- **Health Cash Plan**
- **Counselling Service**
- **Professional Membership Fees**
- **Paws Policy (Bring Your Dog to Work)**
- **Volunteering Days**
- **Lunch and Learns**



Property Manager

Salary:	£46,728 - £50,556
Contract:	Permanent / Full-Time
Hours:	35 hours per week
Reporting To:	Director of Assets

- Your core place of work will be at Cloch HA, 19 Bogle Street, Greenock, PA15 1ER. We operate a hybrid working model, subject to the needs of the team.
- Our flexible working hours are 8.00am-6.00pm Monday to Wednesday. 8.00am-6.30pm Thursday and 8.00am-4.30pm on Friday. We operate with a flexible working policy enabling you to determine your working pattern in line with operational needs.
- Annual leave entitlement of 8 weeks split between 29 annual leave days and 11 public holiday days (pro rata).
- All appointments are subject to a six-month probationary period.
- All appointments are subject to satisfactory reference and eligibility to work in the UK checks.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is an employer and employee-defined contribution scheme.
- Salary sacrifice scheme.

Job Description

ROLE DETAILS			
Job Title	Property Manager	Report to	Director of Assets
Department & Teams	Property Services	Date Created	February 2025
Grade	8	Last Review Date	February 2025
Points	PA28 – PA31	Salary	£46,728 - £50,556
Direct Reports	2 x Property Services Officer; 2 x Property Services Assistant	Hours	35 hours per week
ROLE SUMMARY			
<p>The Property Services Section’s main aim is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes a range of functions such as reactive, void, planned, and cyclical maintenance work and a factoring service, in addition to providing technical knowledge and support to the Association and its customers. We are a highly motivated team committed to promoting the vision and values of the Association. The core skills of the department are administration, compliance, communication, problem solving, team working and project management.</p> <p>The primary focus of the Property Services department is to ensure our assets are maintained and improved, whilst ensuring that our customers are satisfied, and we work within our budgets. We are committed to ensuring that the legislative responsibilities and compliance requirements are adhered to, and we are responsible to our Board for ensuring we provide regular, accurate and specific reports on our activities. As well as this, we contribute to delivering Association-wide strategies and activities, including the delivery of our wider action programme within the Inverclyde Area.</p> <p>The Property Manager is responsible for the efficient management and delivery of reactive repairs and maintenance, factoring services, landscaping, and void management across the property portfolio. This role involves overseeing contractors, managing tenant requests, ensuring properties are maintained to a high standard, and contributing to the overall service delivery within the organisation.</p>			
ROLE RESPONSIBILITIES			
Reactive Repairs and Maintenance			
<ul style="list-style-type: none"> • Oversee and manage the delivery of reactive repairs and maintenance services to ensure properties are kept in good condition and meet tenant expectations. • Act as the main point of contact for tenants regarding repairs and maintenance issues, ensuring all reported issues are addressed promptly. • Coordinate and monitor the performance of contractors, ensuring repairs are carried out in accordance with agreed service levels, within budget, and to the required quality standards. 			

- Ensure that all reactive repairs comply with relevant health and safety regulations and meet legal requirements.
- Review and update the repairs process to improve efficiency and tenant satisfaction.

Factoring Services

- Manage and administer factoring agreements for the Association's properties, ensuring services are provided in line with agreed terms and conditions.
- Respond to tenant and homeowner queries regarding factoring charges and services.
- Liaise with Property Services and Finance staff to ensure that the correct cost apportionments are input on the system.
- Assist in the production and checking of invoices for accuracy prior to distribution to owners.
- Ensure that the factoring services offered meet the needs of the residents, including managing maintenance, communal areas, and other shared responsibilities.
- Coordinate the necessary maintenance and repairs within communal areas, ensuring that all work is completed efficiently and to standard.

Landscaping and External Maintenance

- Manage landscaping services across the property portfolio, ensuring that all communal areas and gardens are maintained to a high standard.
- Coordinate and oversee contractors to deliver landscaping and external maintenance works, ensuring they are carried out within budget, on time, and to agreed standards.
- Ensure that all outdoor spaces are kept in good condition and meet the expectations of tenants and residents.

Void Management

- Oversee the management of void properties, ensuring they are prepared for re-let in a timely and cost-effective manner.
- Coordinate all necessary repairs, maintenance, cleaning, and decoration works for void properties to meet the Association's standards.
- Liaise with the letting team to ensure void properties are promptly advertised and rented.
- Monitor void turnover rates and provide reports on void performance, identifying areas for improvement.
- Work to minimise the length of time properties are left vacant, ensuring that the re-let process is as efficient as possible.

Contract and Contractor Management

- Oversee the procurement and management of contractors for repairs, maintenance, landscaping, and void management, ensuring they meet all contract terms and service level agreements.

<ul style="list-style-type: none"> • Monitor contractor performance through regular reviews and inspections to ensure high-quality service delivery and compliance with health and safety regulations. • Ensure that all contracts are delivered within budget and to the required standards, managing any issues or disputes that may arise.
Health and Safety and Regulatory Compliance
<ul style="list-style-type: none"> • Ensure that all repairs, maintenance, and external works are completed in accordance with health and safety legislation and the Association's policies. • Carry out regular property inspections to assess the condition of properties, identify any maintenance issues, and ensure health and safety compliance. • Address any health and safety concerns raised by tenants and contractors, ensuring appropriate action is taken.
Budget Management and Financial Oversight
<ul style="list-style-type: none"> • Assist in the preparation and management of the annual budget for repairs, maintenance, and landscaping, ensuring costs are kept within agreed limits. • Approve invoices for services rendered and ensure accurate record-keeping of all financial transactions related to property maintenance and repairs. • Work to ensure value for money is achieved through cost-effective service delivery and contractor management.
Tenant and Resident Communication
<ul style="list-style-type: none"> • Serve as the main point of contact for tenants and residents regarding reactive repairs, factoring services, landscaping, and void management. • Ensure tenants and residents are kept informed about the progress of repairs, maintenance, and void works, ensuring good levels of communication at all times. • Address any complaints or issues raised by tenants regarding maintenance services, working to resolve problems promptly and efficiently. • Provide feedback mechanisms, such as surveys, to ensure tenant satisfaction and identify areas for service improvement.
Line Management & Leadership
<ul style="list-style-type: none"> • Lead, manage, and motivate the Property Services team, providing guidance, support, and training to ensure high performance. • Develop and implement team objectives aligned with the Association's strategic priorities, including sustainability and energy efficiency goals. • Conduct regular team meetings and one-to-one sessions to provide feedback, identify professional development opportunities, and address any performance or operational issues. • Support the recruitment, induction, and ongoing development of team members, fostering a culture of sustainability and continuous improvement. • Promote a culture of collaboration and innovation, ensuring the team operates effectively and is engaged with the wider strategic goals of the Association.
Other
<ul style="list-style-type: none"> • Act as the point of contact for all property management queries. • Provide regular reports to senior management, the Board, and committees on property repairs, maintenance, void management, and landscaping services.

- Maintain accurate records of all repair requests, contractor works, and tenant communications.
- Ensure that all compliance documents and health and safety records are kept up to date for audit purposes.
- Contribute to the development and implementation of policies and procedures to improve the efficiency of property management services.
- Attend team meetings, training, and development sessions to stay up to date with legislation and best practice.
- Cover for the Asset Manager when on leave
- Conduct business in accordance with Cloch's Policies and Procedures and in line with legislation.
- Attend and take part in wider action projects which promote the works and aims of the Association.
- Assist with other duties as asked for by the Director of Assets or CEO in accordance with your Grade.

Person Specification

Qualifications / Professional Membership		
	Essential	Desirable
Qualified to HND level	✓	
A relevant degree or professional qualification in Property Management, Housing, or a related field		✓
Membership (full or partial) of a relevant professional body or equivalent, and evidence of Continued Professional Development.		✓
Experience / Knowledge		
Proven experience in property management, including reactive repairs, maintenance, and void management.	✓	
Experience of working in the Housing Association sector in Scotland and up-to-date knowledge of housing association regulatory and legal requirements.		✓
In-depth knowledge of safety regulations and energy efficiency standards.	✓	
Proven track record of managing a team and motivating and developing colleagues to deliver results.		✓
Experience of developing operational plans and delivering positive results.	✓	
Strong experience in contractor management and service delivery.	✓	
Experience in dealing with tenant enquiries, complaints, and service requests.	✓	
Experience in factoring services and managing shared responsibilities.		✓
Knowledge of sustainability initiatives and energy efficiency measures in property management.		✓
Skills / Abilities		
Ability to lead and work collaboratively.	✓	

Effective leadership and ability to coach, mentor and enthuse staff.	✓	
Strong organisational and project management skills, with the ability to manage multiple programmes simultaneously.	✓	
Exemplary problem-solving skills with a focus on customer satisfaction and service delivery.	✓	
Excellent interpersonal and communication skills, including negotiating, influencing, and presenting skills.	✓	
Financial management skills, with the ability to monitor budgets and manage costs.	✓	
A commitment to high standards of tenant safety, satisfaction, and service delivery.	✓	
Self-motivated, proactive, and adaptable to changing priorities.	✓	
Ability to build good relationships with both internal and external stakeholders.	✓	
Sound understanding of ICT systems and good IT and digital skills.	✓	
Good understanding of equalities and data protection legislation, policy, and procedures.		✓
Current and full driving licence and have access to a vehicle.	✓	
Ability to demonstrate resilience.	✓	

To apply for this post, please submit your CV and a supporting letter outlining how you meet the essential criteria for the role to recruitment@clochhousing.org.uk.

The closing date for applications is **12pm on Monday 17th March 2025**. Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel, consisting of the Director of Assets and Head of People and Culture. It is anticipated that interviews for the role will be held on Friday 28th March 2025.

Thank you and good luck with your application.

Cloch Housing Association

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